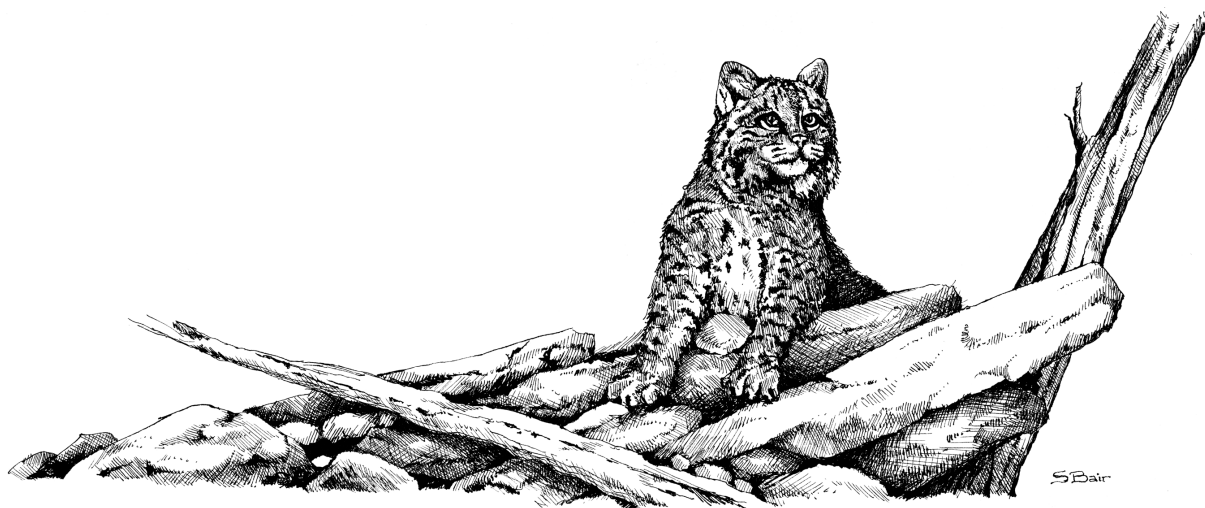




Shenandoah National Park Visitor Study

Summer and Fall 2011

Natural Resource Report NPS/NRSS/EQD/NRR—2012/584



ON THE COVER

Lynx rufus by Steve Bair

Drawing: Courtesy of Shenandoah National Park

Shenandoah National Park

Visitor Study

Summer and Fall 2011

Natural Resource Report NPS/NRSS/EQD/NRR—2012/584

Marc F. Manni, Wayde Morse, Yen Le, Steven J. Hollenhorst

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U.S. Department of the Interior
National Park Service
Natural Resource Stewardship and Science
Fort Collins, Colorado

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Contents

	Page
Executive Summary	vii
Acknowledgements.....	x
About the Authors.....	x
Introduction.....	1
Organization of the Report	1
Presentation of the Results.....	2
Methods.....	3
Survey Design and Procedures	3
Sample size and sampling plan	3
Questionnaire design.....	4
Survey procedure	4
Data analysis	5
Limitations	5
Special conditions	5
Checking non-response bias	6
Results.....	8
Group and Visitor Characteristics	8
Visitor group size.....	8
Visitor group type	8
Visitors with organized groups	9
United States visitors by state of residence.....	10
Visitors from Virginia by county of residence – summer.....	13
Visitors from Virginia by county of residence – fall	14
International visitors by country of residence – summer.....	15
International visitors by country of residence – fall	16
Number of visits to park in past 5 years	17
Number of visits to park in lifetime.....	18
Visitor age.....	19
Visitor ethnicity	20
Visitor race.....	20
Language used for speaking and reading.....	21
Visitors with physical conditions affecting access/participation	23
Respondent level of education	25
Trip/Visit Characteristics and Preferences	26
Information sources prior to visit.....	26
Information sources for future visit	30
Park as destination	31
Decision to visit park	31
Primary reason for visiting the park area.....	32
Number of vehicles	35
Forms of transportation.....	35
Number of miles driven inside the park.....	36
Number of park entries	36
Entrances used	37

Contents (continued)

	Page
Overnight stays	38
Accommodations used inside the park	40
Accommodations used outside the park	41
Length of stay in the park	42
Sites visited in the park	43
Use of electronic devices in the park	44
Activities on this visit	47
Importance ratings of activities	49
Ratings of Services, Facilities, Attributes, Resources, and Elements	51
Information services and facilities used.....	51
Importance ratings of information services and facilities	52
Quality ratings of information services and facilities	54
Mean scores of importance and quality ratings of information services and facilities – summer	56
Mean scores of importance and quality ratings of information services and facilities – fall	57
Visitor services and facilities used.....	58
Importance ratings of visitor services and facilities	59
Quality ratings of visitor services and facilities.....	61
Mean scores of importance and quality ratings of visitor services and facilities – summer.....	63
Mean scores of importance and quality ratings of visitor services and facilities – fall	64
Concession services and facilities used	65
Importance rating of concession services and facilities.....	66
Quality ratings of concession services and facilities	69
Mean scores of importance and quality ratings of concession services and facilities – summer.....	72
Mean scores of importance and quality ratings of concession services and facilities – fall	73
Importance of protecting park attributes, resources, and experiences	74
Elements affecting park experience	76
Preferences for Future Visits	78
Learning about scientific research in the park	78
Preferred length of ranger-led programs	79
Preferred time of day to attend ranger-led programs	80
Overall Quality	81
Visitor Comment Summaries	83
Additional comments – summer	83
Additional comments – fall.....	85
Visitor Comments.....	87
Appendix 1: The Questionnaire	113
Appendix 2: Additional Analysis.....	115
Appendix 3: Decision Rules for Checking Non-response Bias	117
References.....	118

Executive Summary

This report describes the results of two visitor studies at Shenandoah National Park (NP) during July 22-28, 2011 and October 15-21, 2011. Surveys were conducted using a systematic, random sample of visitor groups that arrived at four park sites during the two study periods. This was a self-administered survey. During the summer survey, a total of 898 questionnaires was distributed to visitor groups. Of those, 599 questionnaires were returned resulting in a 66.7% response rate. During the fall survey a total of 1398 questionnaires was distributed to visitor groups. Of those, 913 questionnaires were returned resulting in a 65.3% response rate.

Group size and type	Forty-nine percent of summer visitor groups and 65% of fall visitor groups consisted of two people. Twenty-seven percent of summer visitor groups and 19% of fall visitor groups were in groups of three or four. Seventy-two percent of summer visitor groups and 69% of fall visitor groups were in family groups.
State or country of residence	U.S. summer visitors were from 44 states and Washington, DC, and comprised 89% of total visitation during the survey period. During the fall survey, U.S. visitors were from 46 states and Washington, DC, and comprised 96% of total visitation during the survey period. The highest proportion of visitors was from Virginia (38% summer, 42% fall). International visitors during the summer survey were from 21 countries and comprised 11% of summer visitation, with the highest proportion from Canada (23%). During the fall survey, international visitors were from 15 countries and comprised 4% of fall visitation, also with a majority from Canada (32%).
Frequency of visits (past five years and lifetime)	For 54% of summer visitors and 45% of fall visitors, this was their first visit to the park during the past five years, while 15% of summer visitors and 14% of fall visitors had visited eight or more times. For 45% of summer visitors and 34% of fall visitors, this was their first visit to the park during their lifetime, while 23% of summer visitors and 28% of fall visitors had visited eight or more times in their lifetime.
Age, ethnicity, race, and educational level	Twenty-seven percent of summer visitors and 39% of fall visitors were ages 56-70 years. Thirty-one percent of summer and 28% fall visitors were 36-55 years old. Seventeen percent of summer visitors and 7% of fall visitors were 15 years or younger. Six percent of summer visitors and 12% of fall visitors were 71 years or older. Three percent of summer visitors and 2% of fall visitors were Hispanic or Latino. In both the summer and fall surveys, 92% of visitors were White, while 5% of summer visitors and 6% of fall visitors were Asian. Thirty-four percent of summer respondents and 30% of fall respondents had completed a graduate degree. In both the summer and fall surveys 30% of respondents had completed a bachelor's degree.
Physical conditions	Ten percent of summer visitor groups and 11% of fall visitor groups had members with physical conditions affecting their ability to access or participate in park activities or services.
Information sources used prior to visit	Most visitor groups (84% summer, 81% fall) obtained information about the park prior to their visit through previous visits (48% summer, 52% fall), park website (49% summer, 46% fall), friends/relatives/word of mouth (40% summer, 41% fall), and maps/brochures (42% summer, 39% fall). Most visitor groups (94% summer, 95% fall) received the information they needed. Seventy-six percent of summer visitor groups and 69% of fall visitor groups prefer to use the park website to obtain information for a future visit.

Executive Summary (continued)

Park as destination	For 56% of summer visitor groups and 70% of fall visitor groups, the park was the primary destination, and for 38% of summer visitor groups and 26% of fall visitor groups, the park was one of several destinations.
Timing of decision to visit park	Thirty-two percent of summer visitor groups and 27% of fall visitor groups made the decision to visit the park 2-7 days before their visit. Twenty-one percent of summer visitor groups and 25% of fall visitor groups made the decision to visit the park 8-30 days before their visit.
Primary reason for visiting the area	Twenty-one percent of visitor groups in the summer and 15% of visitor groups in the fall were residents of the area (within 50 miles any entrance point of the park). The most common primary reasons for visiting the park area among non-resident visitor groups were to visit the park (63% summer, 64% fall) and travel through to other destination (18% summer, 13% fall).
Transportation and distance traveled inside the park	Eighty-nine percent of visitor groups in the summer and 92% of visitor groups in the fall used a private vehicle to travel between sites inside the park. Most visitor groups (91% summer, 92% fall) used one vehicle to arrive at the park. Thirty-five percent of summer visitor groups and 33% of fall visitor groups traveled 26-50 miles within the park, while 18% of summer visitor groups and 14% of fall visitor groups traveled 1-25 miles.
Entries, entrances, and exits	Most visitor groups (71% summer, 71% fall) entered the park one time during their visit. Thirty-eight percent of visitor groups in the summer and 39% of visitor groups in the fall first entered the park through Front Royal North Station (Route 340), while 23% of summer visitor groups and 25% of fall visitor groups used the Thornton Gap (Route 211) entrance. Thirty percent of visitor groups in the summer and 27% of visitor groups in the fall last exited the park via Thornton Gap (Route 211), while 28% of summer visitor groups and 26% of fall visitor groups used the Swift Run Gap (Route 33) exit.
Overnight stays	Sixty percent of summer visitor groups and 57% of fall visitor groups stayed overnight away from their permanent residence within 50 miles of any entrance point of the park. The most common type of lodging used by visitor groups inside the park was lodge, hotel, cabin, rented condo/home, or B&B, (48% summer, 45% fall). The most common type of lodging used by visitor groups outside the park within 50 miles of any entrance point was lodge, hotel, cabin, rented condo/home, or B&B, (80% summer, 83% fall). Seventy percent of summer visitor groups and 72% of fall visitor groups stayed 1-2 nights inside the park. Fifty-eight percent of summer visitor groups and 57% of fall visitor groups stayed 1-2 nights outside the park.
Length of stay	Of the visitor groups that spent less than 24 hours visiting the park, 35% of summer visitor groups and 34% of fall visitor groups spent 3-4 hours. Of the visitor groups that spent more than 24 hours visiting the park, 35% of summer visitor groups and 41% of fall visitor groups spent two days. The average length of stay in the park was 1 day for summer visitor groups and .8 days for fall visitor groups.
Sites visited in the park	Sixty percent of summer visitor groups and 59% of fall groups visited the Big Meadows Area, while 50% of summer visitor groups and 48% of fall visitor groups visited the Skyland Area.

Executive Summary (continued)

Activities on this visit	The most common activities in the park were viewing wildlife/plants (summer 80%, fall 74%); enjoying sounds of nature (summer 76%, fall 69%); and enjoying solitude (summer 69%, fall 67%). The activity with the highest “extremely important” rating was viewing wildlife/plants (summer 53%, fall 51%).
Electronic devices used on this and future visits	Most visitor groups (83% summer, 85% fall) brought electronic devices on this visit. The most common use of electronic devices was to communicate with friends/relatives outside the park (76% summer, 76% fall). Most visitor groups (74% summer, 75% fall) were interested in using electronic devices to obtain park information on a future visit. The most common type of park information to obtain via electronic devices was current weather conditions (75% summer, 76% fall).
Information services and facilities	The information services and facilities most commonly used by visitor groups were directional signs inside the park (82% summer, 80% fall); park brochure/ map (74% summer, 74% fall); and exhibit panels at overlooks (61% summer, 59% fall).
Visitor services and facilities	The most commonly used visitor services and facilities included restrooms (79% summer, 86% fall) and trails (57% summer, 46% fall).
Concession services and facilities	The most commonly used concession services and facilities included Big Meadows Lodge gift shop (35% summer, 36% fall); Skyland gift shop (29% summer, 34% fall); Big Meadows Wayside campstore/gift shop (31% summer, 33% fall); and assistance from lodging, restaurant, or retail staff (34% summer, 27% fall).
Protecting park attributes, resources, and experiences	The highest combined proportions of “extremely important” and “very important” ratings of protecting park attributes, resources, and experiences included clean water (96% summer, 97% fall); clean air (95% summer, 96% fall); scenic vistas and overlooks (92% summer, 95% fall); and native animals (92% summer, 94% fall).
Elements affecting park experience	Sixty-two percent of visitor groups in the summer and 78% of visitor groups in the fall indicated that other sounds added to their park experience. Twenty-five percent of visitor groups in the summer and 23% of visitor groups in the fall indicated that sounds of motorcycles detracted from their park experience.
Learning about scientific research in the park	Fifty percent of visitor groups in the summer and 42% of visitor groups in the fall would like to learn about scientific research in the park. The most common sources of information to use to learn about scientific research included the park website (69% summer, 71% fall); exhibits (55% summer, 52% fall); and brochures (49% summer, 51% fall).
Preferred length and time of ranger-led programs	On a future visit, most visitor groups (53% summer, 55% fall) were interested attending a ranger-led program with a program length of 1/2 to 1 hour. Thirty-four percent of visitor groups in the summer and 40% of visitor groups in the fall would like to attend a ranger-led program from 10 am to noon.
Overall quality	Most visitor groups (95% summer, 94% fall) rated the overall quality of facilities, services, and recreational opportunities at Shenandoah NP as “very good” or “good.” Less than one percent of summer and fall visitor groups rated the overall quality as “very poor” or “poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-7863 or the following website <http://www.psu.uidaho.edu>.

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Introduction

This report describes the results of two visitor studies at Shenandoah NP in Luray, Virginia, conducted July 22-28 and October 15-21, 2011 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

“Shenandoah National Park lies along the crest of the Blue Ridge Mountains in north central Virginia. The park consists of more than 197,000 acres of mountains, forests, meadows, and culturally and historically significant areas. Perhaps its most well known feature is the Skyline Drive, a 105-mile scenic roadway planned and designed in the 1930’s to meet the recreational needs of a burgeoning middle class and the political needs of the fledgling National Park Service. The Park boasts abundant wildlife and diverse plantlife, 500 miles of hiking trails, including 101 miles of the famous Appalachian Trail, as well as several historically significant landmarks including Skyland, Rapidan Camp, and structures built by the Civilian Conservation Corps.” Claire Comer, Interpretive Specialist

Organization of the Report

This report is organized into three sections.

Section 1: Methods

This section discusses the procedures, limitations, and special conditions that may affect the study results.

Section 2: Results

This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

Section 3: Appendices

Appendix 1. *The Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

Appendix 3. *Decision rules for checking non-response bias*. An explanation of how the non-response bias was determined.

Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

Key

1. The figure title describes the graph's information.

2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

* appears when the total percentages do not equal 100 due to rounding.

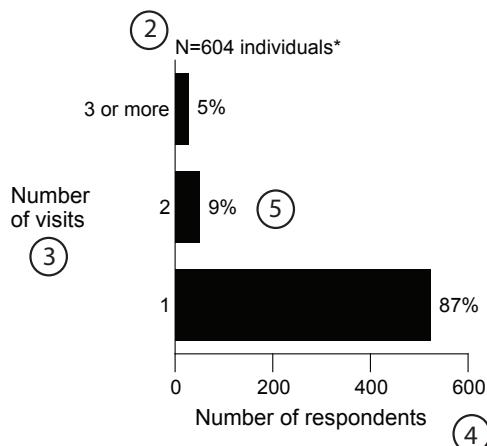
** appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

Example 1



① **Figure 14.** Number of visits to the park in past 12 months

Methods

Survey Design and Procedures

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this method, the sample size was calculated based on the park's visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at four sites during July 22-28, 2011 and October 15-21, 2011. Visitors were surveyed between the hours of 8 a.m. and 7 p.m. during the summer survey period and between the hours of 8 a.m. and 5:30 p.m. during the fall survey period. Tables 1a and 1b show the locations, number of questionnaires distributed at each location, and the response rate for each location. During the summer survey, 1065 visitor groups were contacted and 898 of these groups (84.3%) accepted questionnaires. Completed questionnaires were returned by 599 respondents, resulting in a 66.7% response rate for the summer study. During the fall survey, 1548 visitor groups were contacted and 1398 of these groups (90.3%) accepted questionnaires. Completed questionnaires were returned by 913 respondents, resulting in a 65.3% response rate for the fall study. (The average acceptance rate for 250 VSP visitor studies conducted from 1988 through 2011 is 91.5%. The average response rate for the 250 VSP visitor studies is 72.3%.)

Table 1a. Questionnaire distribution – summer

Sampling site	Distributed		Returned	
	N	%	N	%
Front Royal	289	32	206	71
Thornton Gap	252	28	162	64
Swift Run	213	24	142	67
Rock Fish	144	16	89	62
Total	898	100	599	

Table 1b. Questionnaire distribution – fall

Sampling site	Distributed		Returned	
	N	%	N	%
Front Royal	488	35	297	61
Thornton Gap	182	13	268	62
Swift Run	293	21	205	70
Rock Fish	435	31	143	79
Total	1398	100	913	

Questionnaire design

The Shenandoah NP questionnaire was developed at a workshop held with park staff to design and prioritize questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Shenandoah NP. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended. The same questionnaire was used for both the summer and fall survey.

No pilot study was conducted to test the Shenandoah NP questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument has been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, the age of the member completing the questionnaire, and how this visit to the park fit into their group's travel plans. These individuals were asked their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank-you postcard and follow-ups. Participants were asked to complete the survey after their visit, and return it using the Business Reply Mail envelope provided.

Two weeks following the survey, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Tables 2a and 2b). Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to participants who had not returned their questionnaires.

Table 2a. Follow-up mailing distribution – summer

Mailing	Date	U.S.	International	Total
Postcards	August 12, 2011	819	67	886
1 st replacement	August 26, 2011	437	28	465
2 nd replacement	September 16, 2011	376	0	376

Table 2b. Follow-up mailing distribution – fall

Mailing	Date	U.S.	International	Total
Postcards	November 8, 2011	1303	53	1356
1 st replacement	November 21, 2011	776	26	802
2 nd replacement	December 12, 2011	646	0	646
3 rd replacement	January 9, 2012	8	0	8

Data analysis

Returned questionnaires were coded and the responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), and a custom designed FileMaker Pro® application. Descriptive statistics and cross-tabulations were calculated for the coded data; responses to open-ended questions were categorized and summarized. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

Limitations

As with all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study periods of July 22-28, 2011 and October 15-21, 2011. The results present a 'snapshot in time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special conditions

The weather during the summer survey period varied from cool, overcast, and rainy to hot, sunny, and humid with temperatures ranging from 69F – 102F. The weather during the fall survey period varied from cold, overcast, and rainy to hot and sunny, with temperatures ranging from 42F – 75F.

No special events occurred in the area that would have affected the type and amount of visitation to the park.

Checking non-response bias

Five variables were used to check non-response bias: participant age, group size, group type, park as destination, and participant proximity from home to the park. Potential non-response bias was found for summer and fall surveys. All variables were found to be significantly different between respondents and non-respondents except for park as destination (see Tables 3 - 6). In the summer survey, participants in younger age ranges (under 40 years old), participants who traveled with friends, and participants who live between 51 to 200 miles of the park were not responsive to the survey. Those groups may be underrepresented in the summer survey results. During the fall survey, participants at younger age ranges (especially 45 and younger), participants who traveled with friends, and participants who live within 51-100 miles of the park were not as responsive to the survey as other demographics. These demographics may be underrepresented in the fall survey results. See Appendix 3 for more details of the non-response bias checking procedures.

Table 3. Comparison of respondents and non-respondents by average age and group size

Season	Variable	Respondents	Non-respondents	p-value (t-test)
Summer	Age (years)	50.9 (N=599)	41.7 (N=299)	<0.001
	Group size	3.04 (N=598)	3.24 (N=295)	0.225
Fall	Age (years)	55.4 (N=913)	47.4 (N=481)	<0.001
	Group size	2.56 (N=909)	2.85 (N=474)	0.008

Table 4. Comparison of respondents and non-respondents by group type

Group type	Summer		Fall	
	Respondent	Non-respondent	Respondent	Non-respondent
Alone	60	29	95	42
Family	426	202	624	304
Friends	64	57	118	110
Family and friends	45	10	63	34
Other	0	0	0	0
p-value (Chi-square)	0.001		0.002	

Table 5. Comparison of respondents and non-respondents by park as destination

Destination	Summer		Fall	
	Respondent	Non-respondent	Respondent	Non-respondent
Park as primary destination	319	175	631	339
Park as one of several destinations	239	101	240	120
Unplanned visit	31	20	35	25
p-value (Chi-square)	0.125		0.450	

Table 6. Comparison of respondents and non-respondents by distance from home to park

Distance	Summer		Fall	
	Respondent	Non-respondent	Respondent	Non-respondent
Within 50 miles	120	40	148	77
51-100 miles	136	87	240	175
101-200 miles	74	46	173	61
More than 200 miles	200	94	295	117
International visitors	54	16	34	22
p-value (chi-square)	0.045		<0.001	

Results

Group and Visitor Characteristics

Visitor group size

Question 21b

On this visit, how many people were in your personal group, including yourself?

Results

- As shown in Figure 1, the most common visitor group sizes were:

Summer

49% were in groups of two

27% were in groups of three or four

Fall

65% were in groups of two

19% were in groups of three or four

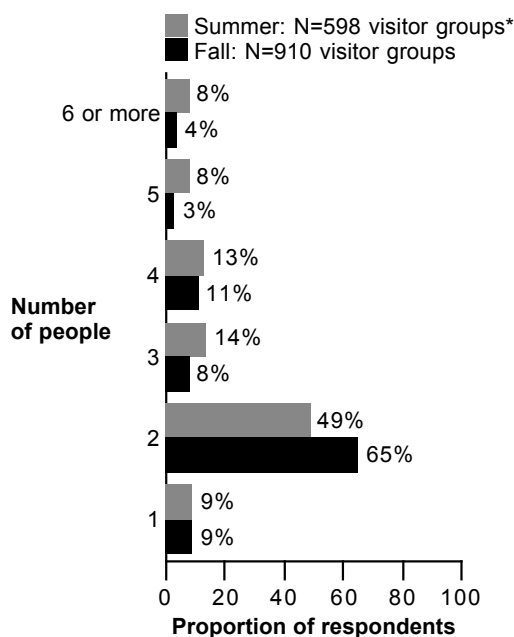


Figure 1. Visitor group size

Visitor group type

Question 21a

On this visit, which type of personal group (not guided tour/school/other organized group) were you with?

Results

- As shown in Figure 2, the most common visitor group types were:

Summer

72% Family

11% Friends

10% Alone

Fall

69% Family

13% Friends

11% Alone

- "Other" group type was:

Fall (<1%)

No "other" group type was specified

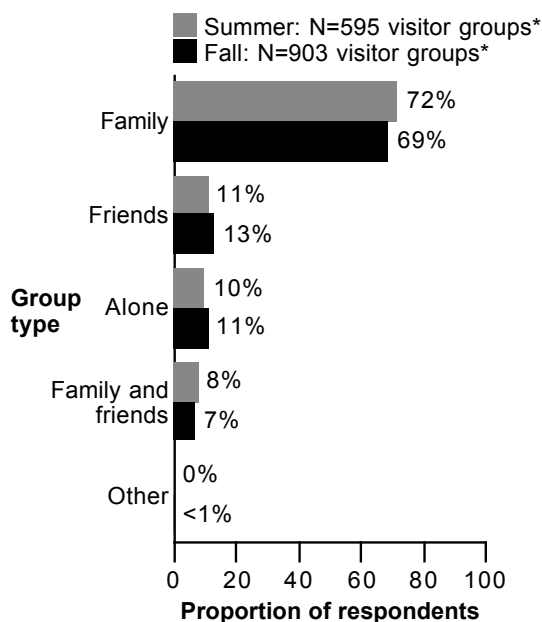


Figure 2. Visitor group type

Visitors with organized groups

Question 20a

On this visit, were you and your personal group with a commercial guided tour group?

Results

- As shown in Figure 3, the proportions of visitor groups with a commercial guided tour group were:

0% Summer
1% Fall

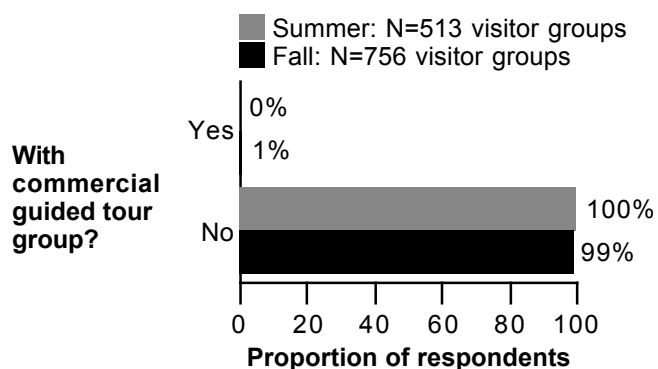


Figure 3. Visitors with a commercial guided tour group

Question 20b

On this visit, were you and your personal group with a school/educational group?

Results

- As shown in Figure 4, the proportions of visitor groups with a school/educational group were:

<1% Summer
<1% Fall

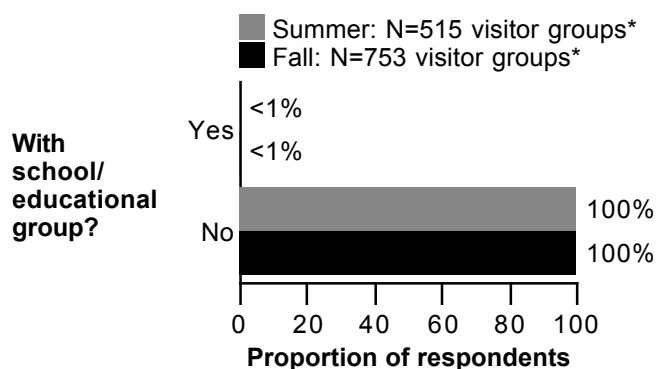


Figure 4. Visitors with a school/educational group

Question 20c

On this visit, were you and your personal group with an "other" organized group (business, church, scouts, etc.)?

Results

- As shown in Figure 5, the proportions of visitor groups with an "other" organized group (business, church, scouts, etc.) were:

1% Summer
2% Fall

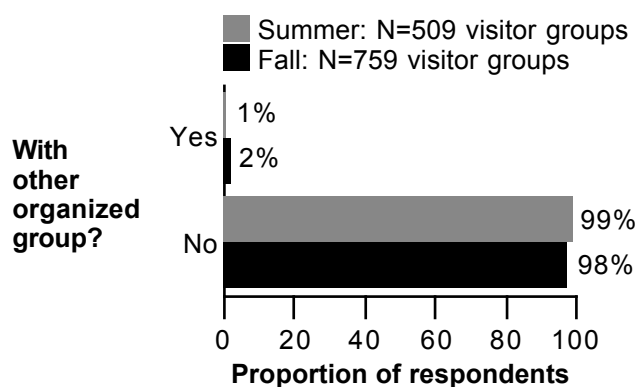


Figure 5. Visitors with an "other" organized group

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 20d

If you were with one of these organized groups, how many people, including yourself, were in this organized group?

Results – Interpret with CAUTION!

- Not enough visitor groups responded to this question to provide reliable results (see Figure 6).

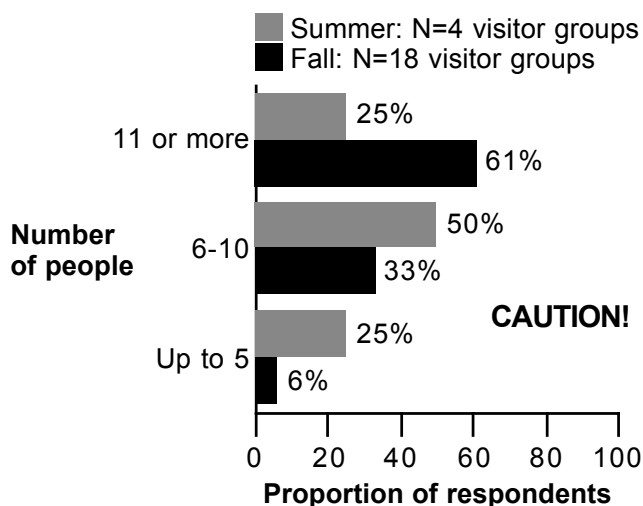


Figure 6. Organized group size

United States visitors by state of residence

Question 22b

For you and your personal group on this visit, what is your state of residence?

Note: Response was limited to seven members from each visitor group.

Results

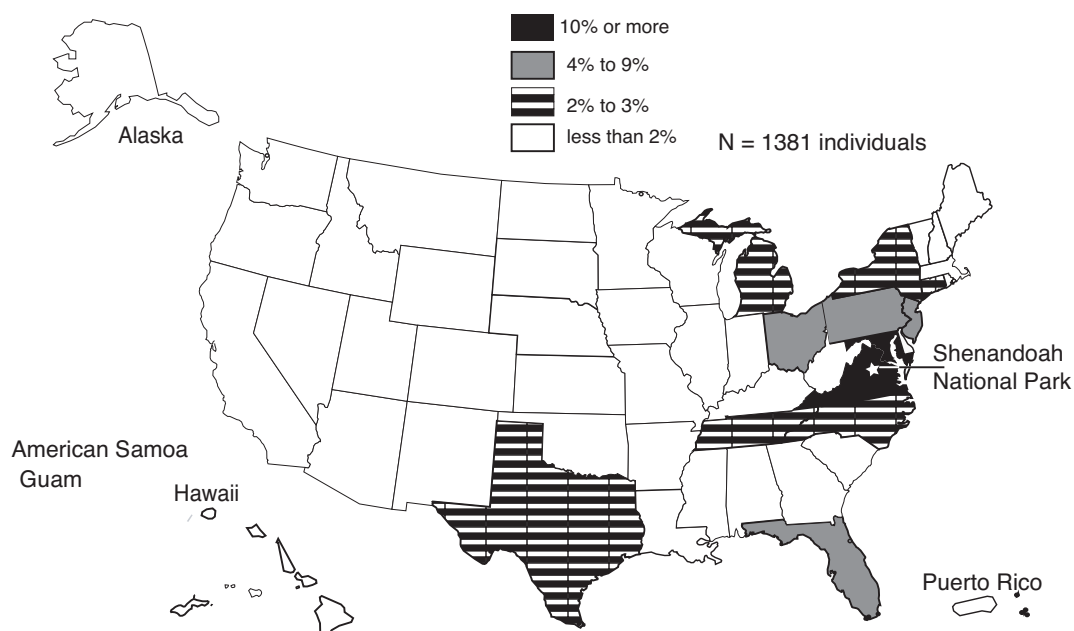
- Summer U.S. visitors were from 44 states and Washington, DC, and comprised 89% of total visitation to the park during the survey period. Fall U.S. visitors were from 46 states and Washington, DC, and comprised 96% of total visitation to the park during the survey period.
- 38% of U.S. visitors in the summer and 42% of U.S. visitors in the fall came from Virginia (see Table 7a and Table 7b).
- 10% of U.S. visitors in the summer and 12% of U.S. visitors in the fall came from Maryland.
- The states summer and fall visitors came from are shown in in Figures 7 and 8.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 7a. United States visitors by state of residence – summer

State	Number of visitors	Percent of U.S. visitors N=1381 individuals*	Percent of total visitors N=1544 individuals
Virginia	528	38	34
Maryland	137	10	9
Pennsylvania	108	8	7
Florida	74	5	5
New Jersey	57	4	4
Ohio	57	4	4
North Carolina	43	3	3
Washington, DC	29	2	2
New York	27	2	2
Connecticut	25	2	2
Michigan	21	2	1
Tennessee	21	2	1
Texas	21	2	1
32 other states	233	17	15

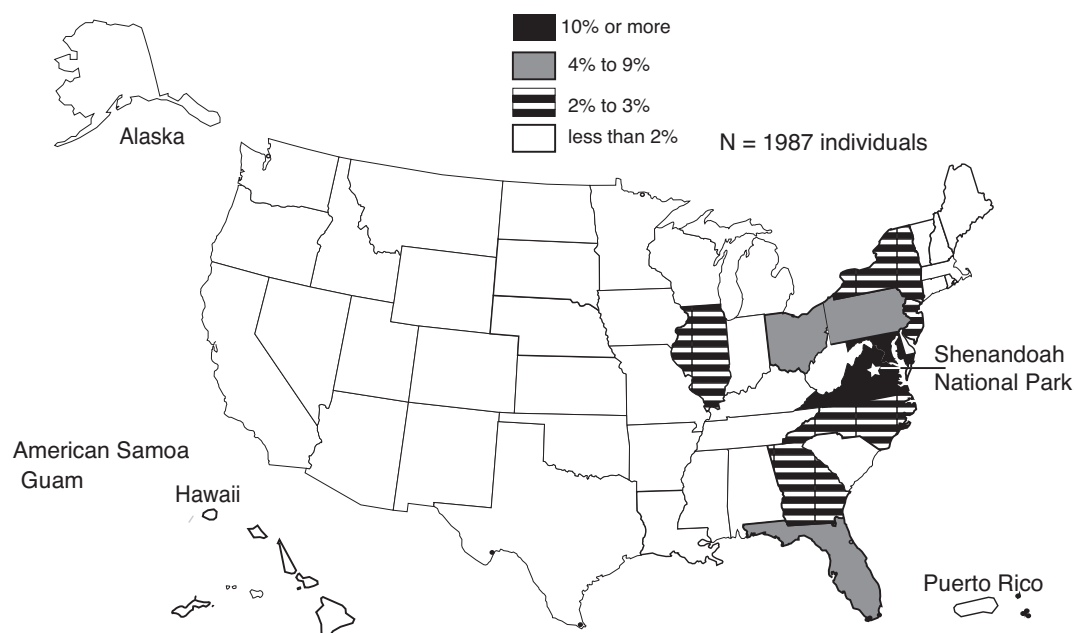
**Figure 7.** United States visitors by state of residence – summer

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 7b. United States visitors by state of residence – fall

State	Number of visitors	Percent of U.S. visitors N=1987 individuals*	Percent of total visitors N=2075 individuals
Virginia	830	42	40
Maryland	237	12	11
Pennsylvania	136	7	7
Florida	99	5	5
Ohio	73	4	4
North Carolina	56	3	3
Washington, DC	47	2	2
New Jersey	44	2	2
Georgia	41	2	2
New York	33	2	2
Illinois	30	2	1
36 other states	361	18	17

**Figure 8.** United States visitors by state of residence – fall

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors from Virginia by county of residence – summer

Note: Response was limited to seven members from each visitor group.

Table 8a. Visitors from Virginia by county of residence – summer

Results

- Park visitors from Virginia during the summer survey period were from 54 counties and comprised 38% of the total U.S. visitation.
- 10% of visitors came from Fairfax County (see Table 8a).
- 8% came from Rockingham County.

County, State	Number of visitors N=525 individuals	Percent*
Fairfax	51	10
Rockingham	40	8
Charlottesville (city)	31	6
Page	30	6
Loudoun	28	5
Culpeper	27	5
Augusta	25	5
Northampton	25	5
Warren	24	5
Orange	23	4
Alexandria (city)	16	3
Harrisonburg (city)	14	3
Rockbridge	14	3
Williamsburg (city)	12	2
Falls Church (city)	11	2
Suffolk (city)	10	2
Winchester (city)	10	2
Prince William	9	2
Fairfax (city)	8	2
Stafford	8	2
and 34 other counties	109	21

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors from Virginia by county of residence – fall

Note: Response was limited to seven members from each visitor group.

Results

- Park visitors from Virginia during the fall survey period were from 67 counties and comprised 42% of the total U.S. visitation.
- 12% of visitors came from Fairfax County (see Table 8b).
- 5% came from Rockbridge County.
- 5% came from Charlottesville (city).

Table 8b. Visitors from Virginia by county of residence – fall

County, State	Number of visitors N=829 individuals	Percent*
Fairfax	99	12
Rockbridge	44	5
Charlottesville (city)	42	5
Fauquier	34	4
Rockingham	33	4
Loudoun	32	4
Louisa	28	3
Prince William	28	3
Harrisonburg (city)	27	3
Northampton	27	3
Virginia Beach (city)	26	3
Alexandria (city)	25	3
Page	24	3
Richmond (city)	21	3
Warren	19	2
Chesapeake (city)	15	2
Manassas (city)	15	2
Shenandoah	14	2
Waynesboro (city)	14	2
Winchester (city)	14	2
and 47 other counties	248	30

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence – summer**Question 22b**

For you and your personal group on this visit, what is your country of residence?

Note: Response was limited to seven members from each visitor group.

Results

- International visitors were from 21 countries and comprised 11% of total visitation during the summer survey period.
- 23% of international visitors came from Canada (see Table 9a).
- 16% came from Switzerland.
- 13% came from Germany.
- Smaller proportions of international visitors came from 18 other countries.

Table 9a. International visitors by country of residence – summer

Country	Number of visitors	Percent of international visitors N=163 individuals*	Percent of total visitors N=1544 individuals
Canada	38	23	2
Switzerland	26	16	2
Germany	22	13	1
United Kingdom	17	10	1
Netherlands	16	10	1
France	9	6	<1
Denmark	6	4	<1
Australia	4	2	<1
Hungary	4	2	<1
India	3	2	<1
Japan	3	2	<1
Sweden	3	2	<1
Belgium	2	1	<1
Finland	2	1	<1
Poland	2	1	<1
China	1	1	<1
Czech Republic	1	1	<1
Italy	1	1	<1
Norway	1	1	<1
Slovakia	1	1	<1
Spain	1	1	<1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence – fall**Question 22b**

For your personal group on this visit, what is your country of residence?

Note: Response was limited to seven members from each visitor group.

Results

- International visitors were from 15 countries and comprised 4% of total visitation during the fall survey period.
- 32% of international visitors came from Canada (see Table 9b).
- 19% came from the United Kingdom.
- 13% came from Germany.
- Smaller proportions of international visitors came from 12 other countries.

Table 9b. International visitors by country of residence – fall

Country	Number of visitors	Percent of international visitors N=88 individuals	Percent of total visitors N=2075 individuals
Canada	28	32	1
United Kingdom	17	19	1
Germany	11	13	1
South Korea	6	7	<1
China	4	5	<1
France	4	5	<1
Israel	4	5	<1
Netherlands	3	3	<1
Belgium	2	2	<1
Denmark	2	2	<1
India	2	2	<1
Italy	2	2	<1
Australia	1	1	<1
Norway	1	1	<1
Sweden	1	1	<1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of visits to park in past 5 years

Question 22c

For you and your personal group on this visit, how many times have you visited Shenandoah NP in the past 5 years (including this visit)?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 9, the proportions of visitors who visited the park once within the last 5 years were:

54% Summer
45% Fall

- The proportions of visitors who had visited the park 8 or more times were:

15% Summer
14% Fall

- The proportions of visitors who had visited the park twice were:

13% Summer
16% Fall

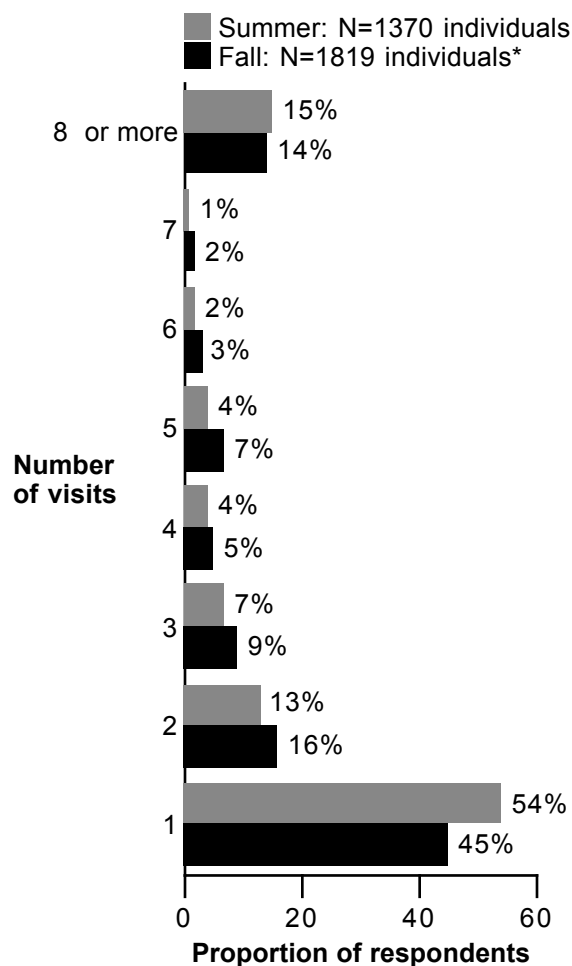


Figure 9. Number of visits to park in past 5 years

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of visits to park in lifetime

Question 22d

For you and your personal group on this visit, how many times have you visited Shenandoah NP in your lifetime (including this visit)?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 10, the proportions of visitors who visited the park once in their lifetime were:

45% Summer
34% Fall

- The proportions of visitors who had visited the park 8 or more times were:

23% Summer
28% Fall

- The proportions of visitors who had visited the park twice in their lifetime were:

14% Summer
15% Fall

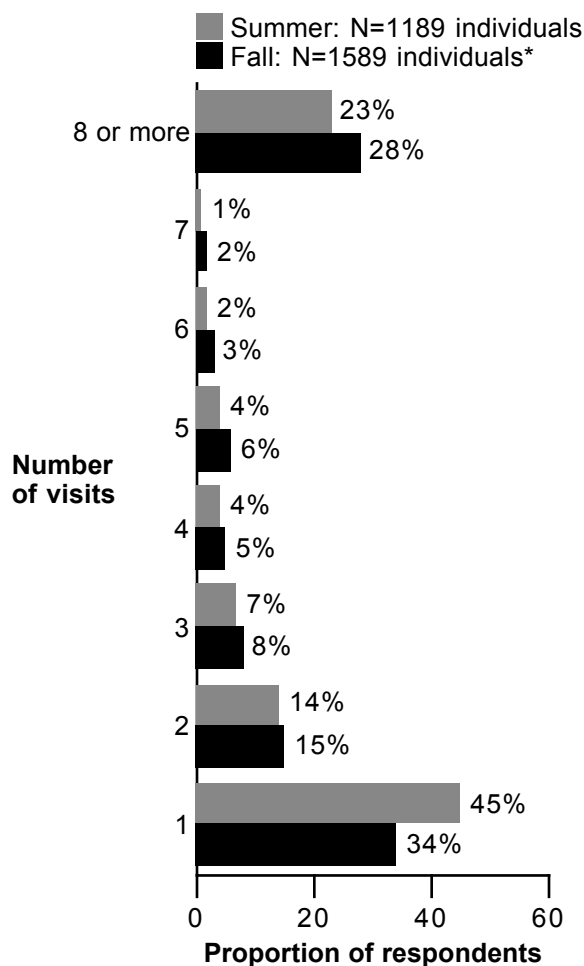


Figure 10. Number of visits to park in lifetime

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 22a

For you and your personal group on this visit, what is your current age?

Note: Response was limited to seven members from each visitor group.

Results

- Visitor ages ranged from:

Summer: 1-87 years

Fall: 1-93 years

- As shown in Figure 11, visitor age groups included:

Summer

31% were 36-55 years

27% were 56-70 years

17% were 15 years and younger

6% were 71 years and older

Fall

39% were 56-70 years

28% were 36-55 years

12% were 71 years and older

7% were 15 years and younger

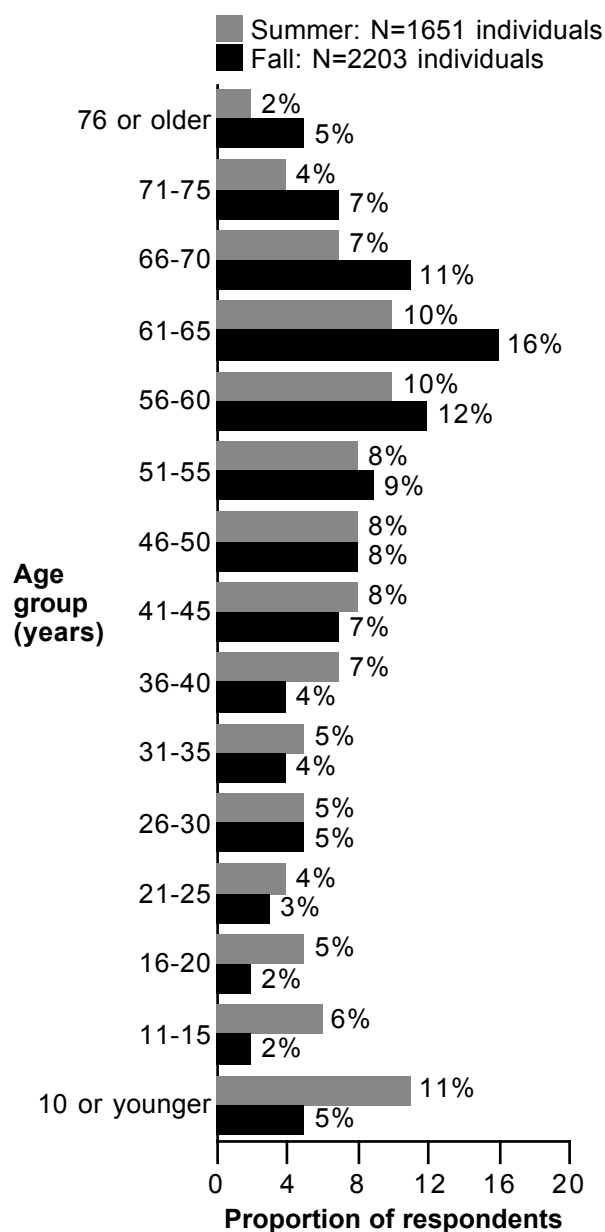


Figure 11. Visitor age

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor ethnicity

Question 23a

Are you or members of your personal group Hispanic or Latino?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 12, the proportions of Hispanic or Latino visitors were:

3% Summer
2% Fall

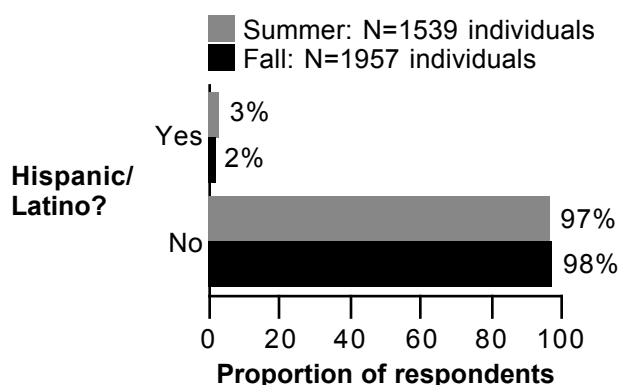


Figure 12. Visitors who were Hispanic or Latino

Visitor race

Question 23b

What is your race? What is the race of each member of your personal group?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 13, the most common races represented among visitors to Shenandoah NP were:

Summer
92% White
5% Asian
1% Black or African American
1% More than one race

Fall
92% White
6% Asian
1% Black or African American
1% More than one race

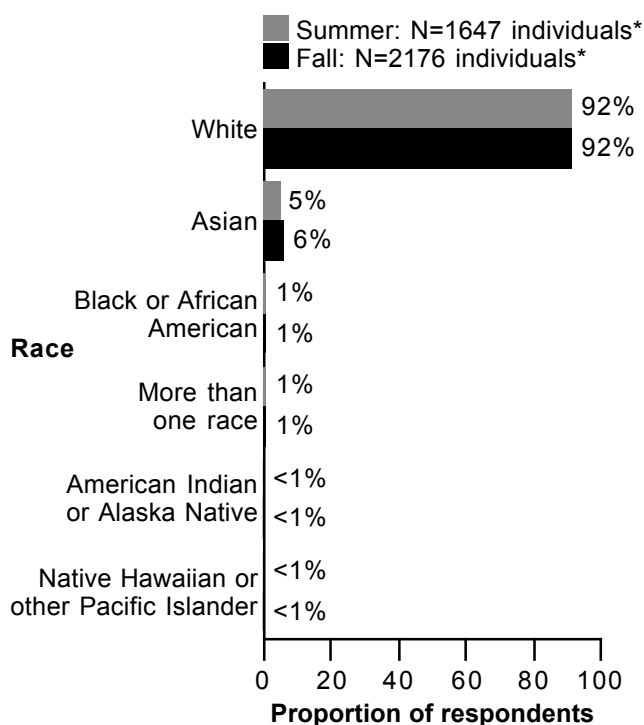


Figure 13. Visitor race

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Language used for speaking and reading

Question 24a

When visiting an area such as Shenandoah NP, which language(s) do you and most members of your personal group prefer to use for speaking?

Results

- As shown in Figure 14, the proportions of visitor groups that preferred to use English for speaking were:

92% Summer
93% Fall

- Other languages (4% summer, 4% fall) are listed in Tables 10a and 10b.

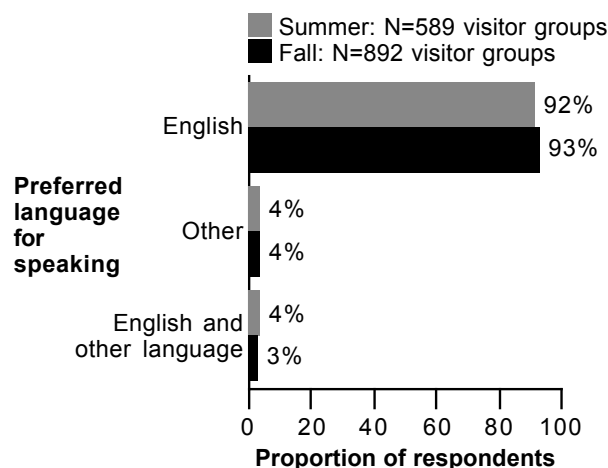


Figure 14. Preferred language for speaking

Table 10a. Other languages preferred for speaking – summer
(N=21 comments) – **CAUTION!**

Language	Number of times mentioned
French	8
German	5
Chinese	1
Czech	1
Dutch	1
Hebrew	1
Italian	1
Japanese	1
Slovak	1
Spanish	1

Table 10b. Other languages preferred for speaking – fall
(N=20 comments) – **CAUTION!**

Language	Number of times mentioned
French	4
Korean	3
Chinese	2
German	2
Spanish	2
Urdu	2
American Sign Language	1
Dutch	1
Hebrew	1
Hindi	1
Nepali	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 24b

When visiting an area such as Shenandoah NP, which language(s) do most members of your personal group prefer to use for reading?

Results

- As shown in Figure 15, the proportions of visitor groups that preferred to use English for reading were:

93% Summer

93% Fall

- “Other” languages (3% summer, 4% fall) are listed in Tables 11a and 11b.

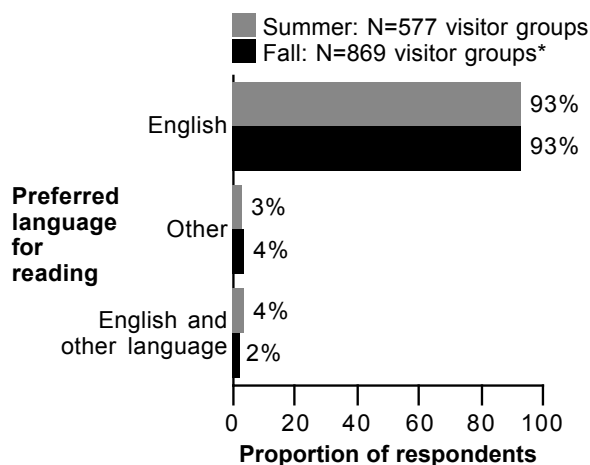


Figure 15. Preferred language for reading

Table 11a. Other languages preferred for reading – summer
(N=17 comments) – **CAUTION!**

Language	Number of times mentioned
French	8
German	5
Dutch	1
Hebrew	1
Italian	1
Spanish	1

Table 11b. Other languages preferred for reading – fall
(N=19 comments) – **CAUTION!**

Language	Number of times mentioned
French	5
German	3
Korean	3
Spanish	2
Urdu	2
Chinese	1
Dutch	1
Hebrew	1
Nepali	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with physical conditions affecting access/participation

Question 19a

Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Results

- As shown in Figure 16, the proportions of visitor groups that had members with physical conditions affecting access or participation in park activities or services were:

10% Summer

11% Fall

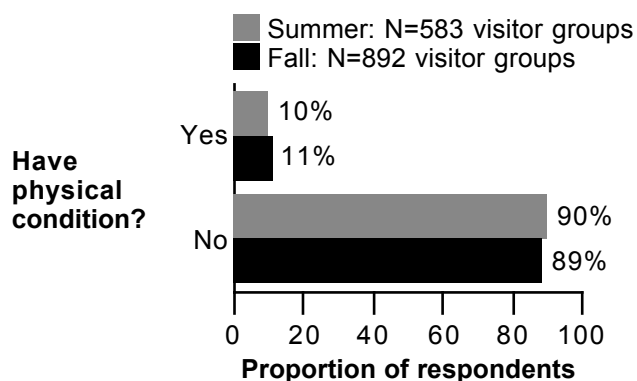


Figure 16. Visitor groups that had members with physical conditions affecting access or participation in park activities or services

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 19b

If YES, what services or activities were difficult to access/participate in?
(Open-ended)

Results

- 45 visitor groups in the summer and 81 visitor groups in the fall listed services or activities in which they had difficulty accessing or participating (see Table 12a and Table 12b).

Table 12a. Services/activities that were difficult to access/participate in – summer
(N=48 comments; some visitor groups made more than one comment)

Service/activity	Number of times mentioned
Hiking	17
Walking	15
Trails	5
Hard to get around in wheelchair	2
Almost everything - cerebral palsy	1
Birdwatching	1
Breathing	1
Historic buildings	1
Stairs	1
Steep hills on trails	1
Steps to Blackrock cabins	1
Trail markers were confusing	1
Trails not handicap accessible	1

Table 12b. Services/activities that were difficult to access/participate in – fall
(N=90 comments; some visitor groups made more than one comment)

Service/activity	Number of times mentioned
Hiking	29
Walking	15
Hiking on rough trails	6
Walkways too rough	4
Climbing steep trails	3
Hearing	3
Visiting waterfalls	3
Walking long distances	3
Camping	2
Climbing	2
Limited wheelchair access	2
Not enough handicapped parking	2
Sight impairment	2
Access to Skyland gift shop	1
Historic sites	1
Horseback riding	1
Limited wheelchair access on trails/walkways	1
Long walks to restrooms, restaurants etc.	1
Most activities difficult, stopped at overlooks only	1
Non-handicap accessible restrooms	1
Picnic areas too far, not easy to reach with wheelchair	1
Program that required too much walking	1
Ranger program	1
Ranger programs for deaf people	1
Small seating and close quarters	1
Stairs and unlevel paths	1
Standing too long in lines	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Respondent level of education

Question 25

For you only, what is the highest level of education you have completed?

Results

- As shown in Figure 17 the highest level of education completed by most respondents were:

Summer

34% Graduate degree
30% Bachelor's degree
22% Some college

Fall

30% Graduate degree
30% Bachelor's degree
25% Some college

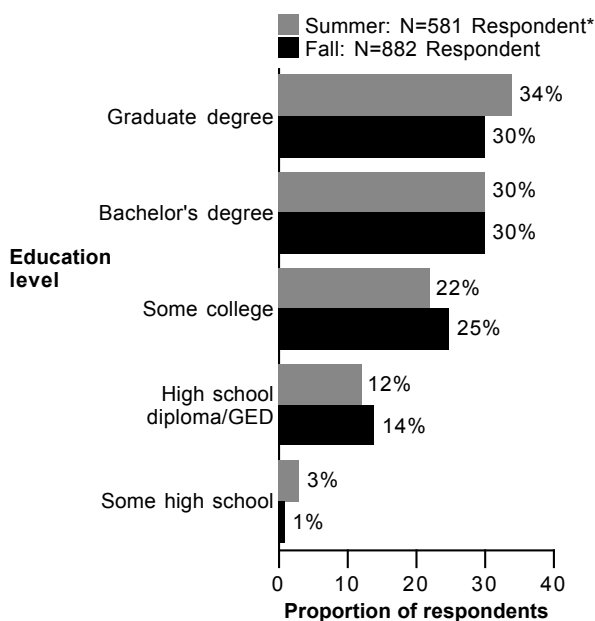


Figure 17. Respondent level of education

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to this visit, how did you and your personal group obtain information about Shenandoah NP?

Results

- As shown in Figure 18, the proportions of visitor groups that obtained information about Shenandoah NP prior to their visit were:

84% Summer
81% Fall

Obtained information?

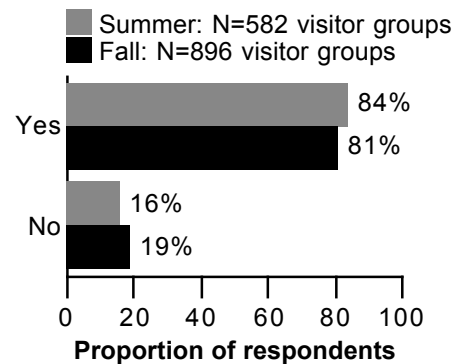


Figure 18. Visitor groups that obtained information prior to visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Results

- As shown in Figure 19, among those visitor groups that obtained information about Shenandoah NP prior to their visit, the most common sources were:

Summer

49% Park website
48% Previous visits
42% Maps/brochures
40% Friends/relatives/word of mouth

Fall

52% Previous visits
46% Park website
41% Friends/relatives/word of mouth
39% Maps/brochures

- "Other" sources were:

Summer (3%)

We live in the area
Bill Bryson book - Walk in the Woods
Country music
Photography club
Summer camp
Weather report
Woodhall

Fall (3%)

We live in the area
Dean relatives/Dean cemetery
Harpers Ferry office
National park passport
National park visitor centers
Park application for iPhone
Previous visits to Blue Ridge Parkway
Prior knowledge
SNPA member newsletter
Story by Carolyn Tyree Feagans - "A Bittersweet Story"
Wanderbirds hiking club

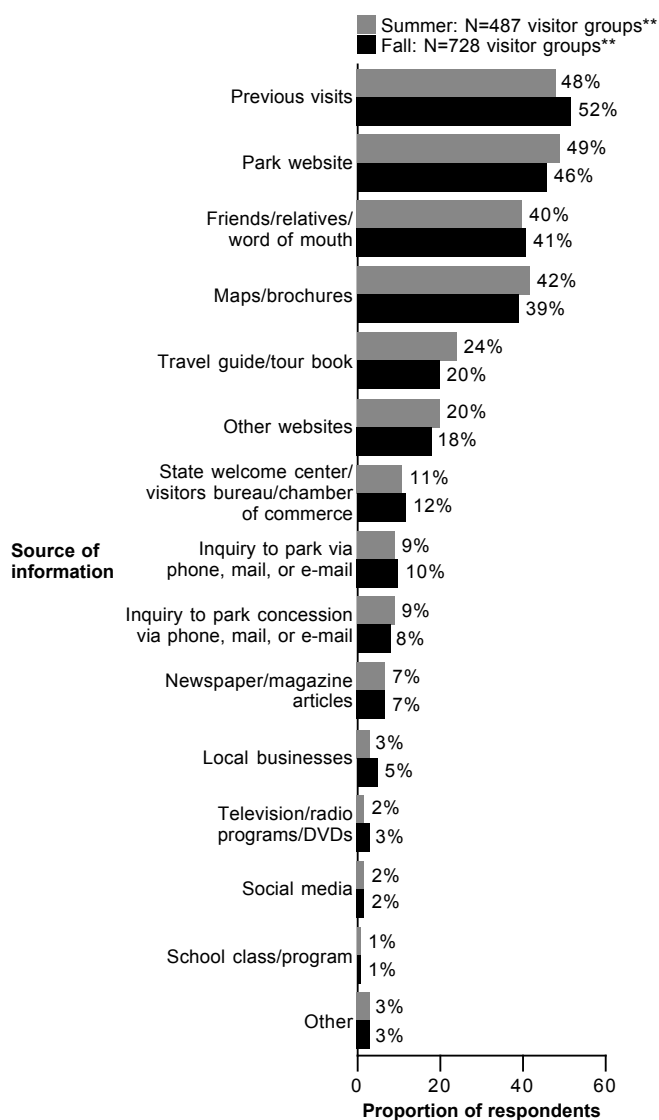


Figure 19. Sources of information used by visitor groups prior to visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 1c

From the sources you used prior to this visit, did you and your personal group receive the type of information about the park that you needed?

Results

- As shown in Figure 20, the proportions of visitor groups that received needed information prior to their visit were:

94% Summer
95% Fall

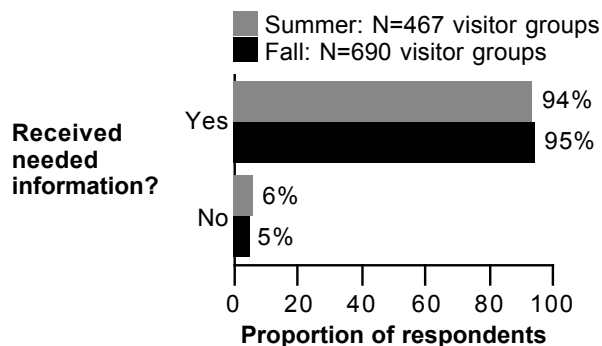


Figure 20. Visitor groups that received needed information prior to their visit

Question 1d

If NO, what type of park information did you and your personal group need that was not available? (Open-ended)

Results – Interpret results with CAUTION!

- 23 summer visitor groups listed information they needed but was not available (see Table 13a).
- 25 fall visitor groups listed information they needed but was not available (see Table 13b).

Table 13a. Needed information that was not available – summer (N=27 comments; some visitor groups made more than one comment) – **CAUTION!**

Needed information	Number of times mentioned
Better/more detailed trail map	4
Camping options/availability	2
Cost for visit	2
Hiking trails	2
Maps, directions	2
Trail map	2
Activities/walks for children	1
Availability of air conditioners in cabins/rooms	1
Booking information for lodge	1
Current weather	1
Driving information to avoid deer	1
Exact location of night sky program	1
Guided hikes	1
Lodge vacancies	1
Ranger programs	1
Senior pricing	1
Status of unreservable campsites	1
Television documentaries, movies etc.	1
Trail information online	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 13b. Needed information that was not available – fall
(N=29 comments; some visitor groups made more than one comment) – **CAUTION!**

Needed information	Number of times mentioned
Accommodations information	2
Autumn foliage updates	2
Interactive website/map	2
More information at stops	2
Physical address of sites so I can use GPS map	2
Trail conditions	2
Travel time to access points from interstate	2
Didn't know about park website	1
Didn't realize it was a national park	1
Difficulty levels of backpacking trails	1
Directions and distances to access points	1
Information about bear activities	1
Information wasn't clear - different from Blue Ridge Parkway	1
List of all attractions in one brochure	1
More information about day/time of activities and events	1
More information about lunch options	1
Park hours	1
Podcast	1
Rattlesnake information	1
Trail maps	1
Water levels	1
Weather conditions	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Information sources for future visit

Question 1b

If you were to visit Shenandoah NP in the future, how would you and your personal group prefer to obtain information about the park?

Results

- As shown in Figure 21, the most preferred sources of information for a future visit were:

Summer

76% Park website
44% Maps/brochures
40% Previous visits

Fall

69% Park website
50% Previous visits
45% Maps/brochures

- “Other” sources were:

Summer (2%)

Email
Big Meadows Visitor Center

Fall (1%)

We live in the area
National park visitor centers
SNPA member newsletter

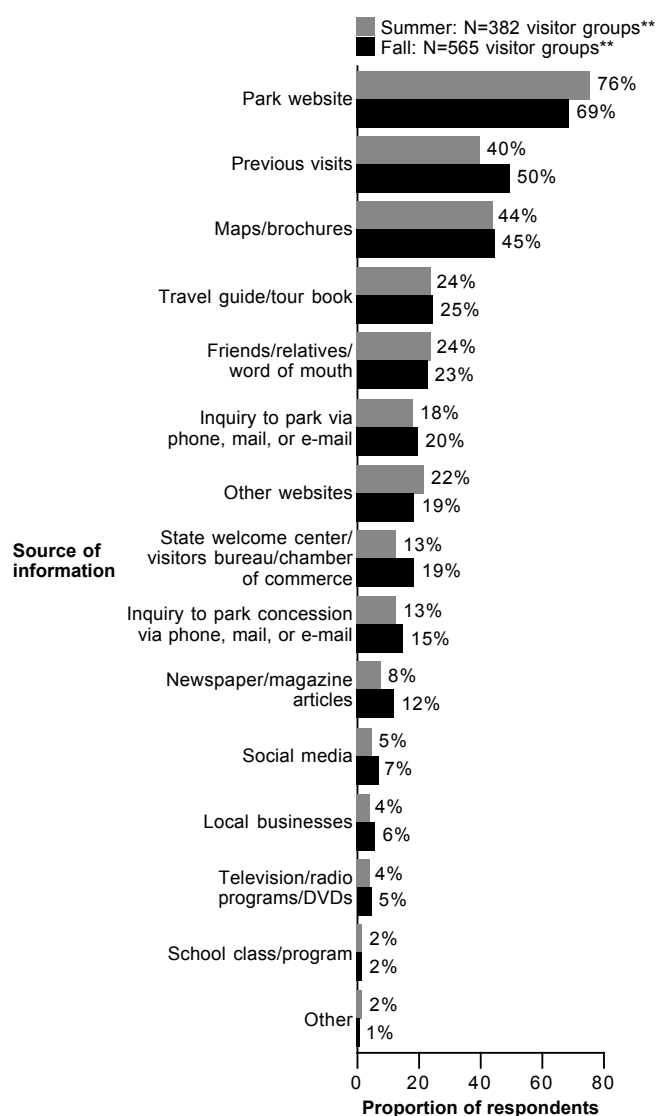


Figure 21. Sources of information to use for a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Park as destination

Question from on-site interview

A two-minute interview was conducted with each individual selected to complete the questionnaire. During the interview, the question was asked: "How did this visit to Shenandoah NP fit into your personal group's travel plans?"

Results

- As shown in Figure 22, the park fit into visitor groups' travel plans as:

Summer

56% Primary destination
38% One of several destinations
6% Not a planned destination

Fall

70% Primary destination
26% One of several destinations
4% Not a planned destination

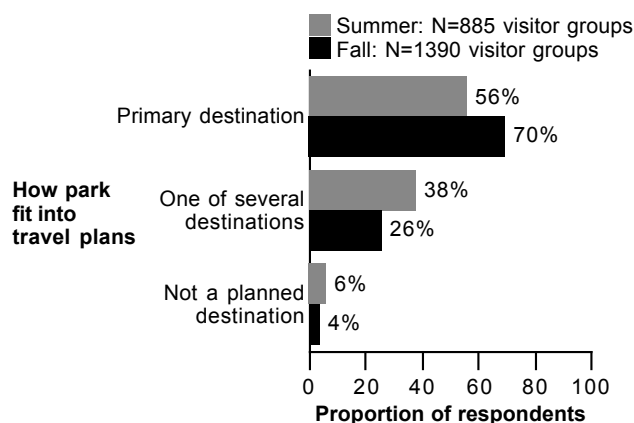


Figure 22. How visit to park fit into visitor groups' travel plans

Decision to visit park

Question 2

When did you and your personal group make the decision to visit Shenandoah NP?

Results

- As shown in Figure 23, for most visitor groups, the decision to visit the park was made:

Summer

32% 2-7 days before the visit
21% 8-30 days before the visit
21% On the day of the visit
20% 1-6 months before the visit

Fall

27% 2-7 days before the visit
25% 8-30 days before the visit
22% 1-6 months before the visit
18% On the day of the visit

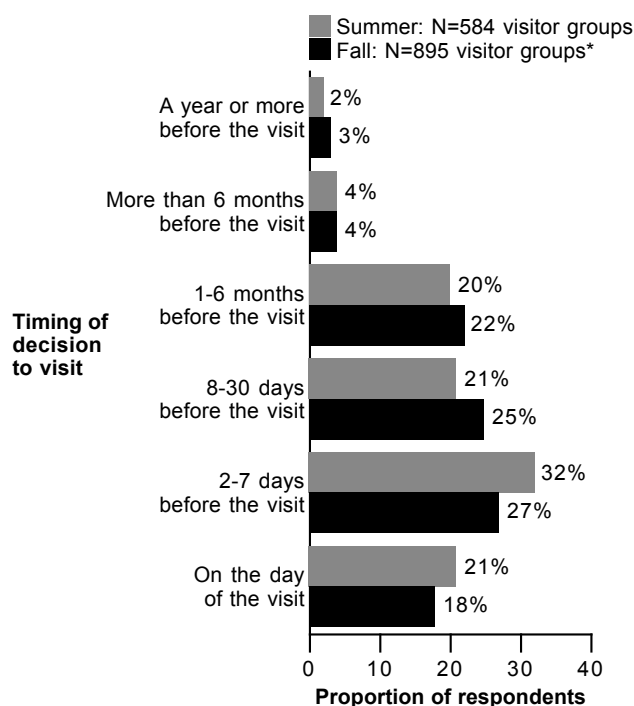


Figure 23. Timing of decision to visit the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Primary reason for visiting the park area

Question 6

For this trip, what was the primary reason that you and your personal group visited Shenandoah NP area (within 50 miles of any entrance point)?

Results

- As shown in Figure 24, the proportions of visitor groups that were residents of the area were:

21% Summer
15% Fall

- As shown in Figure 25, the most common primary reasons for visiting the park were:

Summer
63% Visit the park
18% Travel through to other destination

Fall
64% Visit the park
18% Travel through to other destination

- “Other” reasons (4%) listed by summer visitor groups are shown in Table 14a.
- “Other” reasons (8%) listed by fall visitor groups are shown in Table 14b.

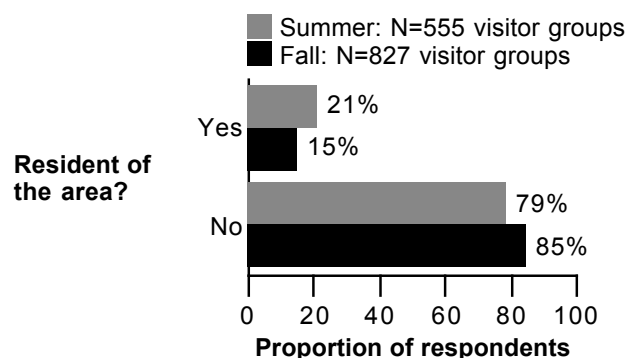


Figure 24. Residents of the area (within 50 miles of any entrance point)

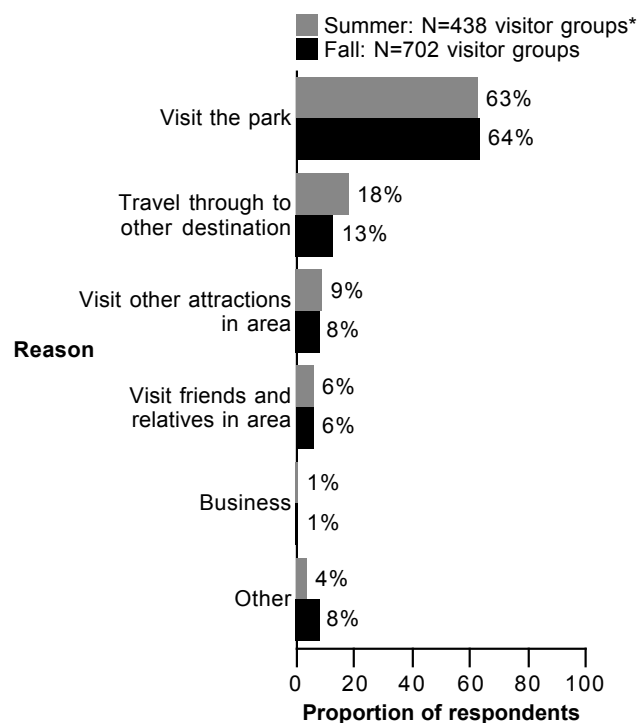


Figure 25. Primary reason for visiting the Shenandoah NP area (within 50 miles of any entrance point)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 14a. “Other” reasons for visiting the area – summer
(N=24 comments; some visitor groups made more than one comment) – **CAUTION!**

Reason	Number of times mentioned
Vacation	2
Volunteer trail work	2
Attend wedding	1
Basket making class	1
Celebrate anniversary	1
Celebrate family member birthday	1
Cooler area	1
Daughter being deployed nearby	1
Drop kids off at summer camp	1
Family reunion	1
Hike to family cemetery	1
Meet others for backpacking trip	1
Monticello	1
Motorcycle riding	1
Our child will attend UVA	1
Photography	1
Professional meeting	1
Rock climb	1
Running - training	1
Spontaneous trip	1
Visit from family from out of state	1
Wine blogger conference	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 14b. “Other” reasons for visiting the area – fall
(N=90 comments; some visitor groups made more than one comment)

Reason	Number of times mentioned
Autumn foliage	45
Scenic views/scenic drive	8
Vacation	5
Pleasure	4
Bicycle ride	3
Get away/relax	3
View wildlife	3
Hiking	2
Photography	2
Sightseeing	2
Stay in time-share nearby	2
Boy scout camping and hiking	1
Camping	1
Cedar Creek Battle reenactment	1
Day trip to area	1
Fishing	1
Hike Blue Ridge Trail	1
Hike the Appalachian Trail	1
Motorcycle touring in mountains	1
Own nearby cabin	1
Wedding	1
Wilderness experience	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of vehicles

Question 5a

How many vehicles did you and your personal group use to arrive at Shenandoah NP?

Results

- As shown in Figure 26, the proportions of visitor groups that used one vehicle to arrive at the park were:

91% Summer
92% Fall

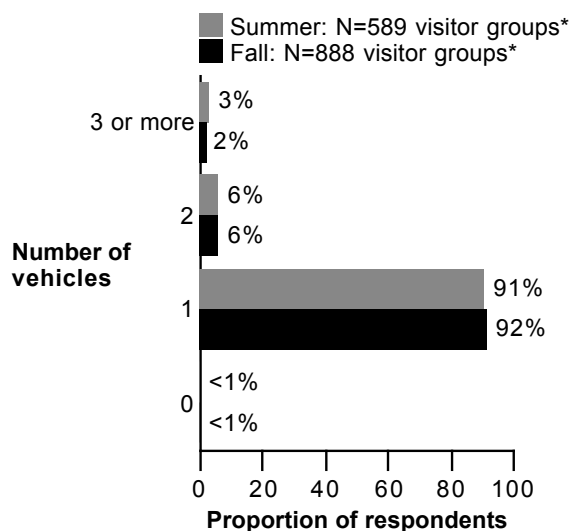


Figure 26. Number of vehicles used to arrive at the park

Forms of transportation

Question 5c

On this visit, which forms of transportation did you and your personal group use to travel between sites inside Shenandoah NP?

Results

- As shown in Figure 27, the most common methods to travel between sites inside Shenandoah NP were:

Summer
89% Private vehicle
22% On foot

Fall
92% Private vehicle
14% On foot

- “Other” form of transportation was:

Summer (<1%)
Power wheelchair

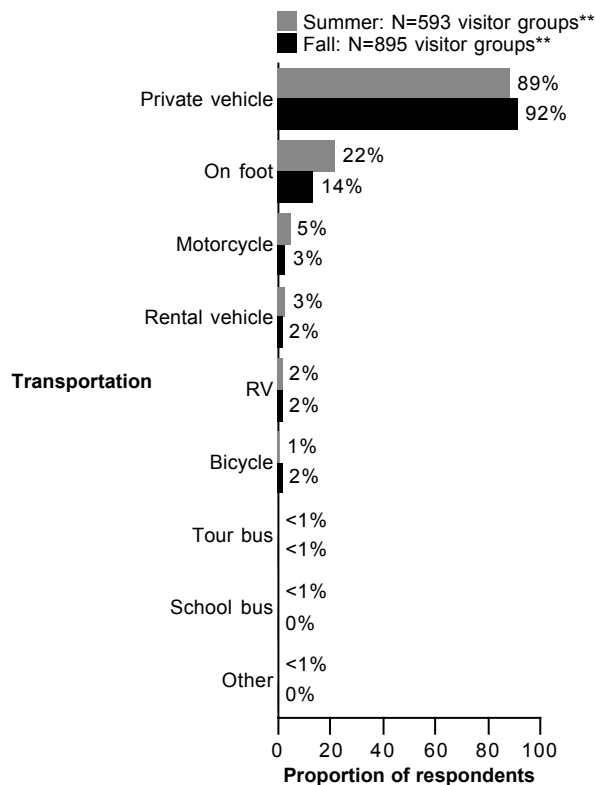


Figure 27. Forms of transportation used during visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of miles driven inside the park

Question 5d

During this visit, how many miles did you and your personal group drive inside Shenandoah NP?

Results

- As shown in Figure 28, the distances most commonly traveled inside Shenandoah NP were:

Summer

35% 26-50 miles
18% 1-25 miles

Fall

33% 26-50 miles
15% 51-75 miles
15% 101-125 miles

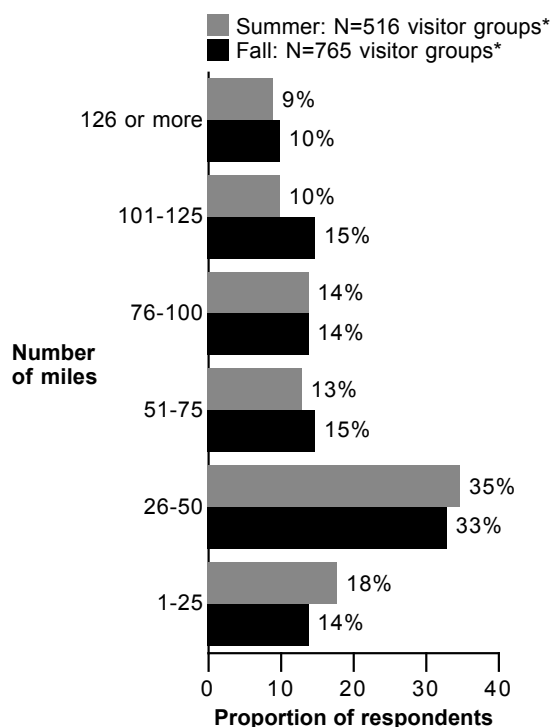


Figure 28. Number of miles driven inside park

Number of park entries

Question 5b

On this visit, how many times did you and your personal group enter Shenandoah NP?

Results

- As shown in Figure 29, the proportions of visitor groups that entered the park once were:

71% Summer
71% Fall

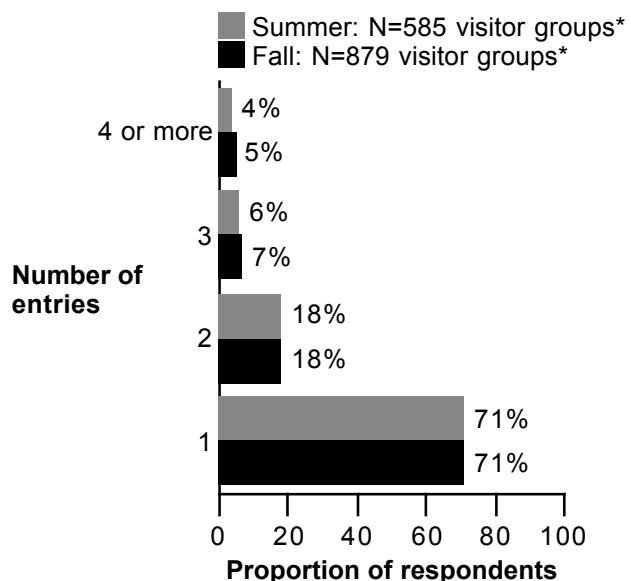


Figure 29. Number of park entries

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Entrances used

Question 7a

On this visit, which entrance point did you and your personal group use to first enter Shenandoah NP?

Results

- As shown in Figure 30, the entrances most often used to first enter Shenandoah NP were:

Summer

38% Front Royal North Station
23% Thornton Gap

Fall

39% Front Royal North Station
25% Thornton Gap

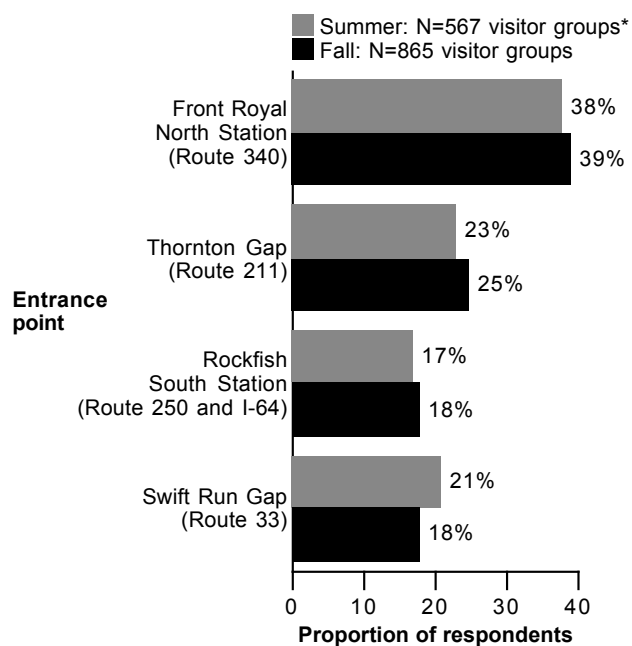


Figure 30. First entrance point into park

Question 7b

On this visit, which exit point did you and your personal group use to last exit Shenandoah NP?

Results

- As shown in Figure 31, the exits most often used to leave Shenandoah NP were:

Summer

30% Thornton Gap
28% Swift Run Gap

Fall

27% Thornton Gap
26% Swift Run Gap

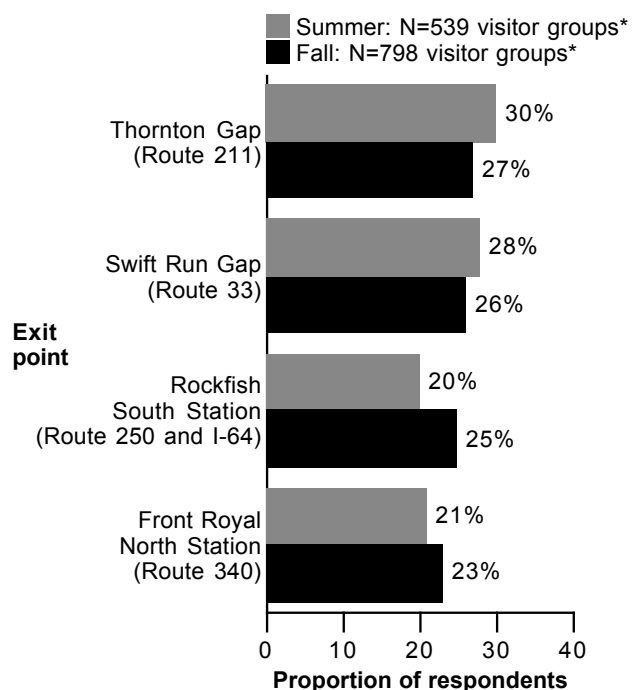


Figure 31. Last exit point from park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight stays

Question 3a

On this trip, did you and your personal group stay overnight away from your permanent residence in Shenandoah NP or in the area within 50 miles of any entrance point?

Results

- As shown in Figure 32, the proportions of visitor groups that stayed overnight either inside Shenandoah NP or in the area within 50 miles of any entrance point were:

60% Summer
57% Fall

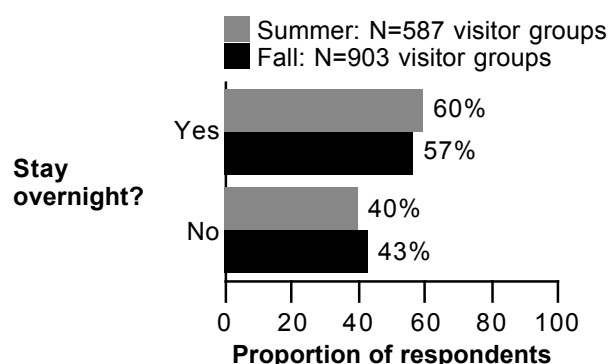


Figure 32. Visitor groups that stayed overnight inside the park or in the area within 50 miles of any entrance point

Question 3b

If YES, please list the number of nights you and your personal group stayed inside Shenandoah NP.

Results

- As shown in Figure 33, the number of nights visitor groups spent inside the park included:

Summer
39% One night
31% Two nights
17% Four or more nights

Fall
43% One night
29% Two nights
17% Four or more nights

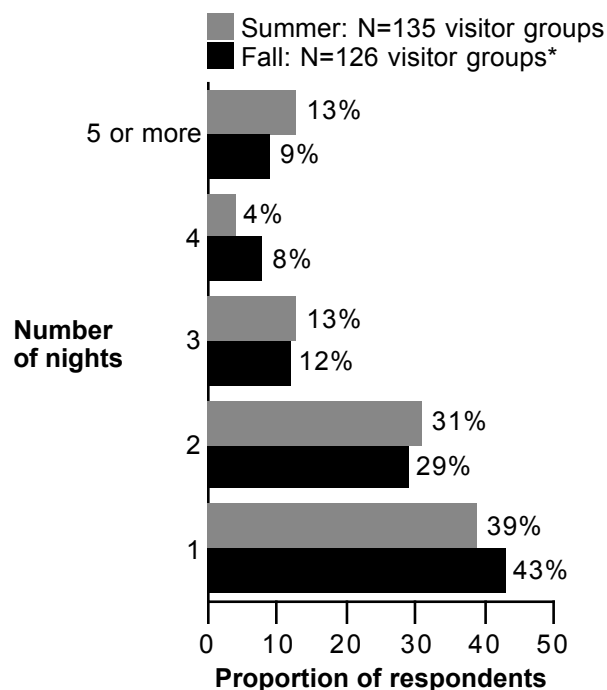


Figure 33. Number of nights spent inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 3b

If YES, please list the number of nights you and your personal group stayed outside the park within 50 miles of any entrance point.

Results

- As shown in Figure 34, the number of nights spent outside the park within 50 miles of any entrance point included:

Summer

35% One night
25% Four or more nights
23% Two nights

Fall

30% One night
27% Four or more nights
27% Two nights

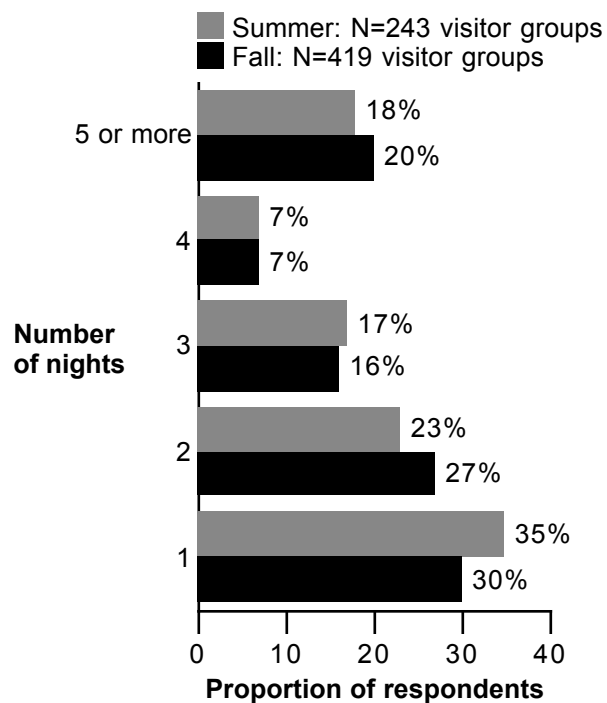


Figure 34. Number of nights spent in the area outside the park within 50 miles of any entrance point

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Accommodations used inside the park

Question 3c

In which types of accommodations did you and your personal group spend the night(s) inside the park?

Results

- As shown in Figure 35, the most common types of lodging used by visitor groups inside the park were:

Summer

48% Lodge/hotel/motel/
vacation rental/B&B
38% Tent camping in developed
campground
11% RV/trailer camping

Fall

45% Lodge/hotel/motel/
vacation rental/B&B
31% Tent camping in developed
campground
20% RV/trailer camping

- “Other” types of lodging were:

Summer (2%)

Pinnacles Research Station
Campground

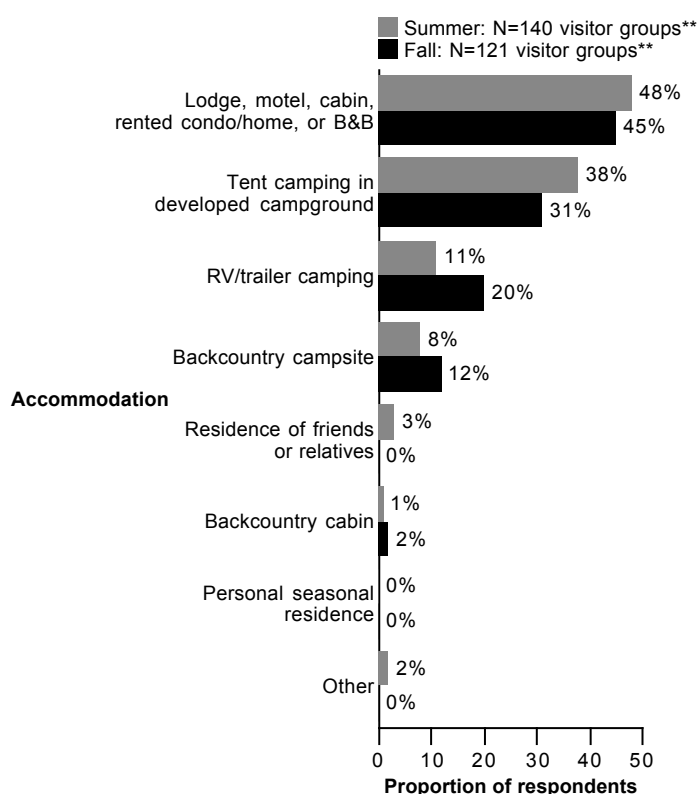


Figure 35. Accommodations used inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Accommodations used outside the park

Question 3d

In which types of accommodations did you and your personal group spend the night(s) outside park within 50 miles of any entrance point?

Results

- As shown in Figure 36, the most common types of lodging used by visitor groups outside the park within 50 miles of any entrance point were:

Summer

80% Lodge/hotel/motel/
vacation rental/B&B

9% RV/trailer camping

6% Residence of friends
or relatives

Fall

83% Lodge/hotel/motel/
vacation rental/B&B

7% RV/trailer camping

6% Backcountry campsite

- “Other” types of lodging were:

Fall (<1%)

George Washington National
Forest

Truck stop in Harrisonburg –
slept in car

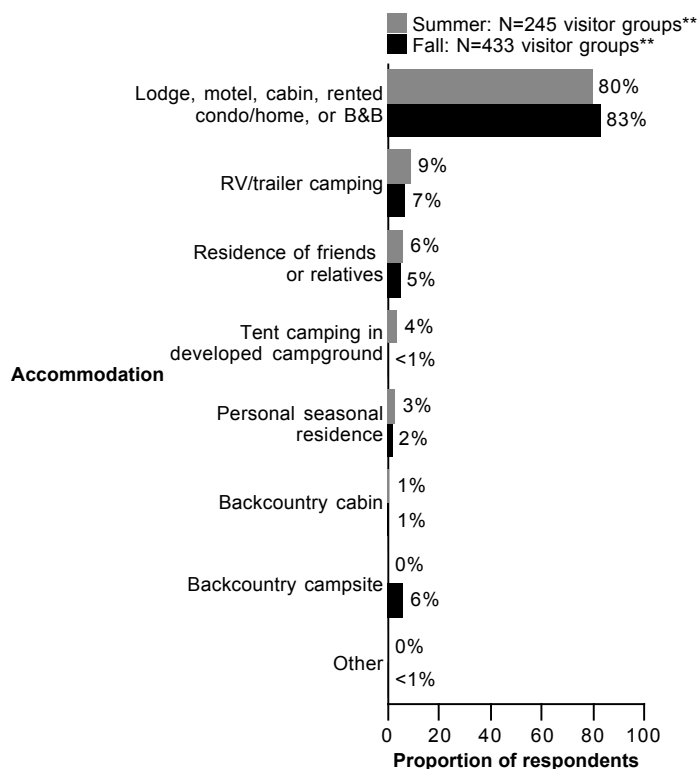


Figure 36. Accommodations used outside the park within 50 miles of any entrance point

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Length of stay in the park

Question 10

On this trip, how much time did you and your personal group spend in Shenandoah NP?

Results

Number of hours if less than 24

- As shown in Figure 37, the number of hours spent visiting the park included:

Summer
35% 3-4 hours
26% 5-6 hours

Fall
34% 3-4 hours
27% 5-6 hours

- The average lengths of stay for visitor groups that spent less than 24 hours were:

Summer: 5.6 hours
Fall: 5.5 hours

Number of days if 24 hours or more

- As shown in Figure 38, the number of days spent visiting the park included:

Summer
35% 2 days
25% 4 or more days

Fall
41% 2 days
25% 4 or more days

- The average lengths of stay for visitor groups that spent more than 24 hours were:

Summer: 2.9 days
Fall: 2.9 days

Average length of stay for all visitors

- The average lengths of stay for all visitor groups were:

Summer: 23 hours, or 1 day
Fall: 18.9 hours, or .8 days

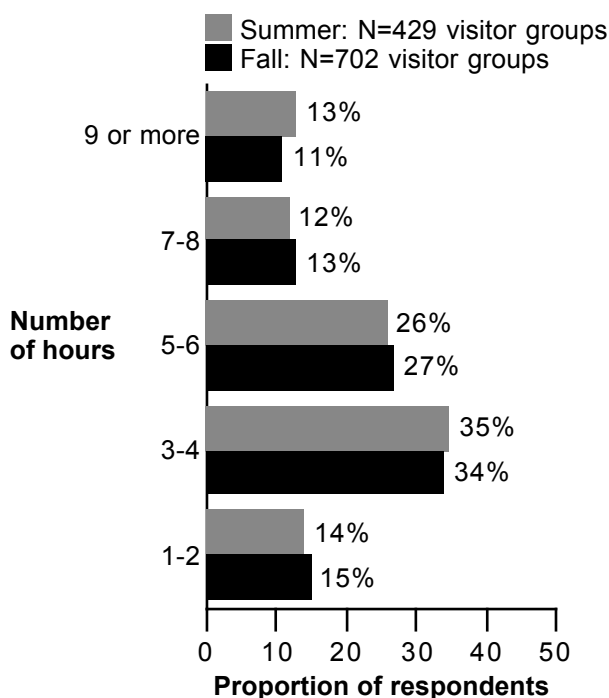


Figure 37. Number of hours spent in the park

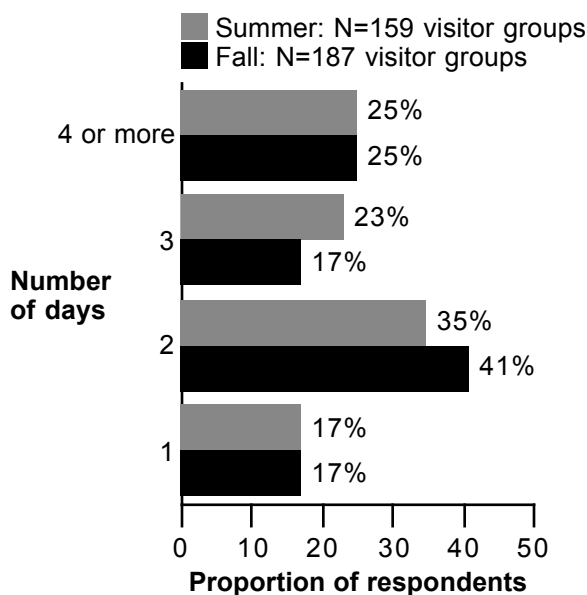


Figure 38. Number of days spent in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sites visited in the park

Question 9

On this visit to Shenandoah NP, which sites did you and your personal group visit?

Results

- As shown in Figure 39, the most commonly visited sites by visitor groups at Shenandoah NP were:

Summer

60% Big Meadows Area
50% Skyland Area
41% Front Royal (North) Entrance Station

Fall

59% Big Meadows Area
48% Skyland Area
46% Front Royal (North) Entrance Station

- The least visited sites were:

Summer

15% White Oak Canyon Area

Fall

17% White Oak Canyon Area
17% Old Rag Area

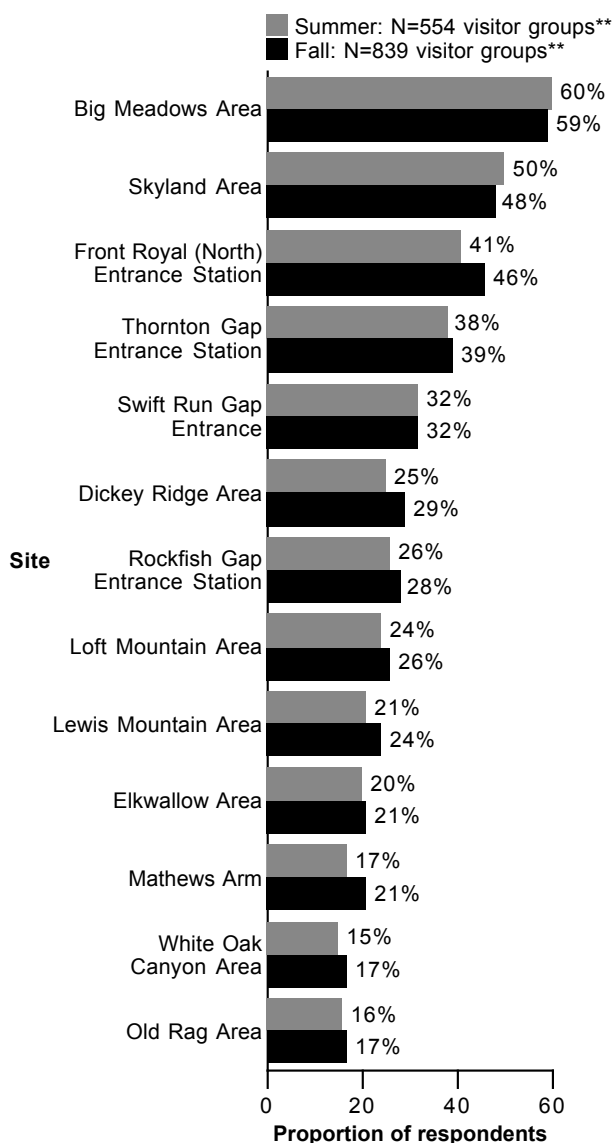


Figure 39. Sites visited in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Use of electronic devices in the park

Question 13a

On this visit to Shenandoah NP, did you and your personal group bring any electronic devices (cell phone, laptop computer, etc.) with you?

Results

- As shown in Figure 40, the proportions of visitor groups that brought electronic devices on this trip were:

83% Summer
85% Fall

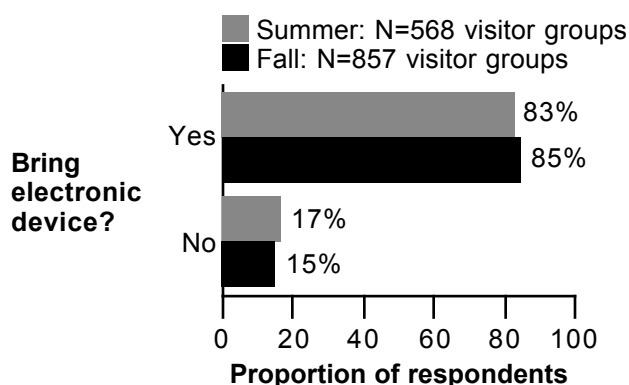


Figure 40. Visitor groups that brought electronic devices to the park

Question 13b

What did you and your personal group use the device(s) for?

Results

- As shown in Figure 41, the most common uses of electronic devices were:

Summer
76% Communicate with friends/relatives/others outside park
38% Navigation
16% Access park information

Fall
76% Communicate with friends/relatives/others outside park
35% Navigation
15% Access park information

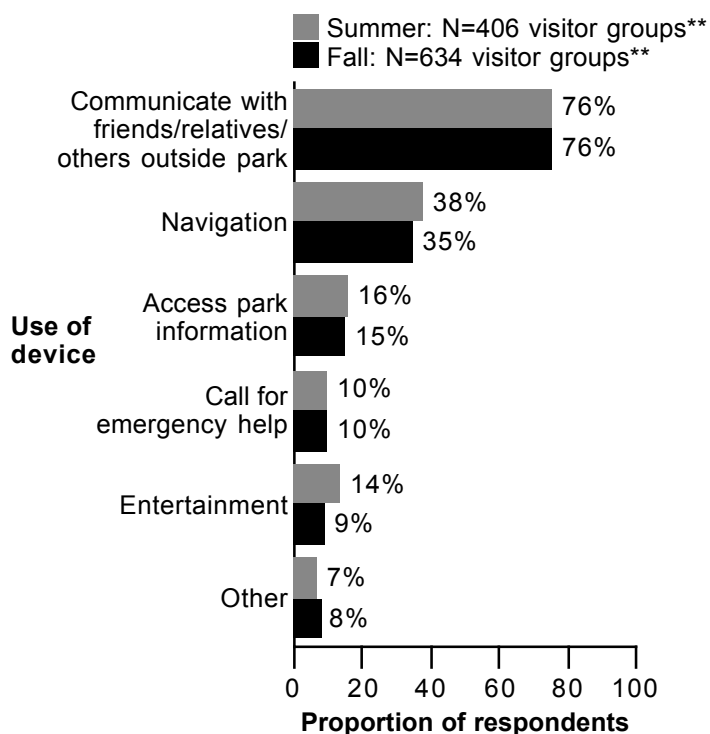


Figure 41. Uses of electronic devices while in the park

- “Other” uses of electronic devices (7%) listed by summer visitor groups are shown in Table 15a.

- “Other” uses of electronic devices (8%) listed by fall visitor groups are shown in Table 15b.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 15a. “Other” uses of electronic devices – summer
(N=24 comments; some visitor groups made more than one comment) – **CAUTION!**

Use of electronic device	Number of times mentioned
Photography	10
Communication	4
Weather	4
Business	2
Emergency	1
Geocaching	1
School work	1
Videos	1

Table 15b. “Other” uses of electronic devices – fall
(N=49 comments; some visitor groups made more than one comment)

Use of electronic device	Number of times mentioned
Photography	33
Communication	4
Telling time	3
Weather	3
Internet	1
News	1
Other information	1
Prepared for emergencies	1
Social media (Facebook)	1
Track miles hiked	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 13c

If you were to visit Shenandoah NP in the future, which types of park information would you and your personal group like to be able to access via electronic devices?

Results

- As shown in Figure 42, the proportions of visitor groups that were interested in obtaining park information via electronic devices on a future visit were:

74% Summer

75% Fall

- As shown in Figure 43, the most common types of park information to obtain via electronic devices on a future visit were:

Summer

75% Current weather conditions

55% Availability of services in park

55% Park program schedule

53% Current road conditions

Fall

76% Current weather conditions

60% Current road conditions

53% Availability of services in park

53% Park program schedule

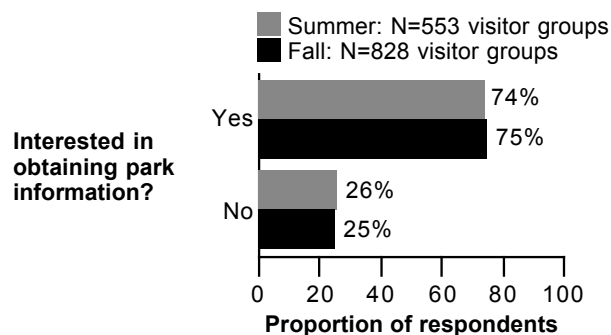


Figure 42. Visitor groups that were interested in obtaining park information via electronic devices on a future visit

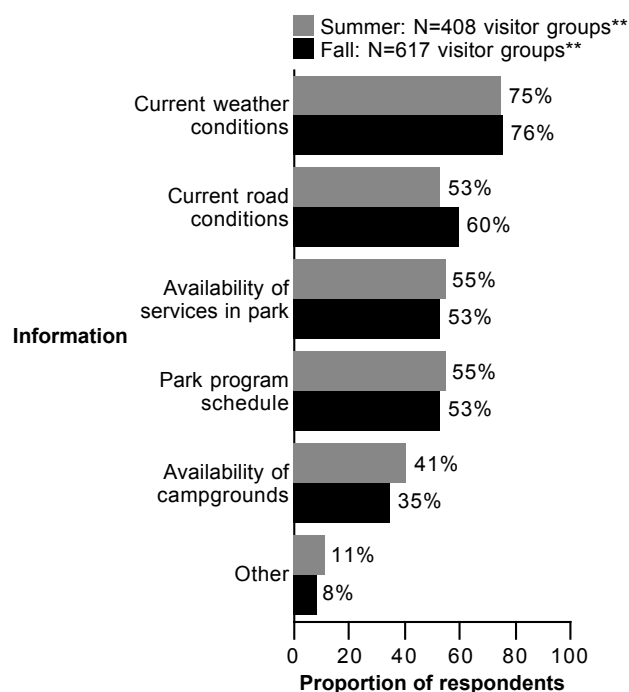


Figure 43. Information to access via electronic devices on a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activities on this visit

Question 4a

On this visit, in which activities did you and your personal group participate within Shenandoah NP?

Results

- As shown in Figure 44, the most common activities in which visitor groups participated were:

Summer

80% View wildlife/plants
76% Enjoy sounds of nature
69% Enjoy solitude
68% Experience wilderness

Fall

74% View wildlife/plants
69% Enjoy sounds of nature
67% Enjoy solitude
62% Experience wilderness

- “Other” activities (11%) listed by summer visitor groups are shown in Table 16a.
- “Other” activities (13%) listed by fall visitor groups are shown in Table 16b.

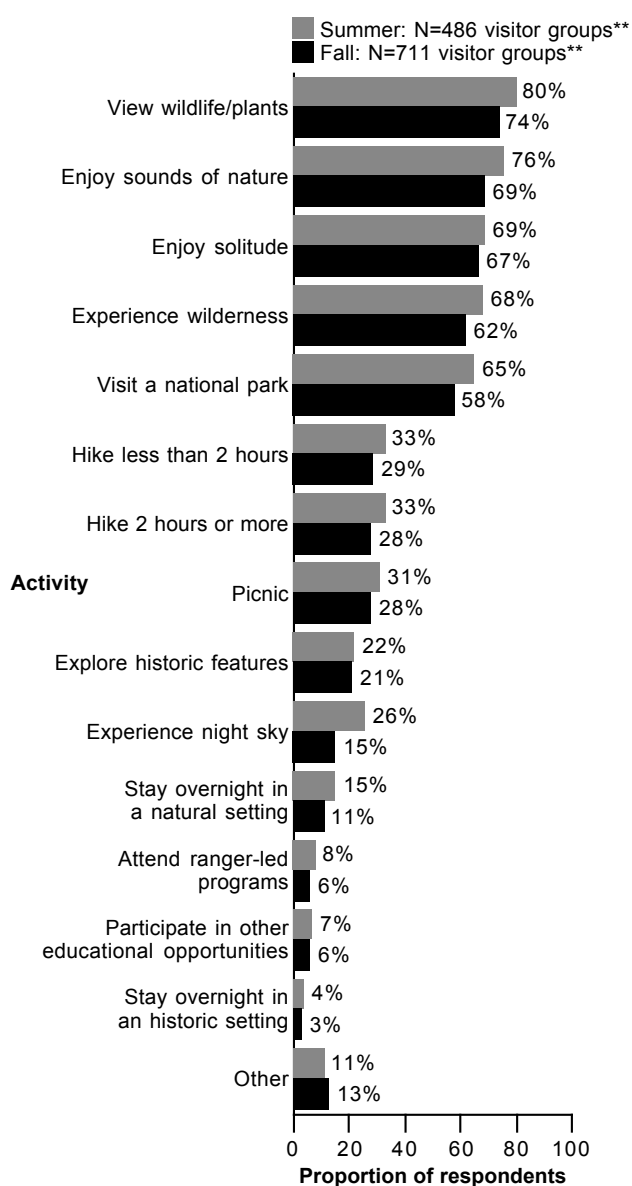


Figure 44. Activities on this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 16a. “Other” activities – summer
(N=63 comments)

Activity	Number of times mentioned
Ate a meal in the park	9
Scenic drive	9
Bike ride	6
Escape the heat	5
Ride motorcycle	4
Skyline Drive	4
Drove through	2
Enjoyed views and overlooks	2
Relax	2
Swimming	2
Care free drive	1
Clean pristine trails	1
Day trip	1
Experience another aspect of America	1
Family reunion	1
Get away from stress	1
Music at the resort	1
Pick blueberries	1
Pony riding	1
Rock climbing	1
Sex	1
Trail maintenance	1
Trail run	1
View educational films about park	1
View waterfalls by car	1
Visit family cemetery	1
Visit gift shop	1
Visitor center	1

Table 17b. “Other” activities – fall
(N=119 comments)

Activity	Number of times mentioned
View autumn foliage	42
Scenic views/scenic drives	15
Dining out	10
Bike riding	6
Skyline Drive	6
Drive through	5
Photography	5
Motorcycle touring	3
Peaceful drive	3
Shopping	3
Enjoy all God's blessings/creations	2
Get away from it all/relax	2
Spend time with family	2
Visitor center	2
Basket weaving	1
Caves	1
Fishing	1
Geocaching	1
Hike the Appalachian Trail	1
Marriage proposal in natural setting	1
Meet international visitors	1
Purchased gas	1
Sightseeing	1
Sketch and paint landscapes	1
Visit the Dean Cemetery	1
Watching storm clouds	1
Waterfalls	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of activities

Question 4b

Whether or not you and your personal group participated in an activity, please rate the importance of each activity to your visit to Shenandoah NP.

Not at all important
Slightly important
Moderately important
Very important
Extremely important

Results

- Figure 45 shows the combined proportions of “extremely important” and “very important” ratings of activities.
- Table 17 shows the importance ratings of each activity.
- The activities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

Summer

86% View wildlife/plants
85% Enjoy sounds of nature
83% Experience wilderness

Fall

89% View wildlife/plants
87% Experience wilderness
85% Enjoy sounds of nature

- The activities receiving the highest “not at all important” ratings were:

Summer

22% Stay overnight in an historic setting

Fall

24% Participate in other educational opportunities

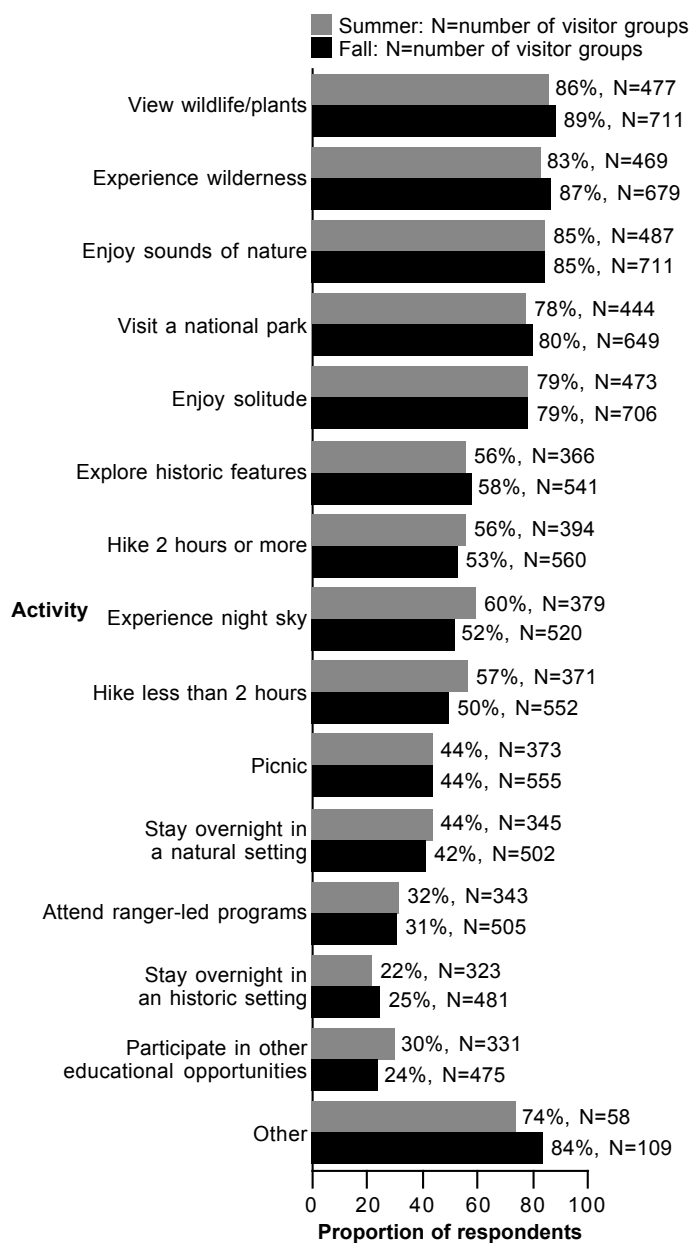


Figure 45. Combined proportions of “extremely important” and “very important” ratings of activities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 18. Importance ratings of activities
(N=number of visitor groups)

Activity	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Attend ranger-led programs	Summer	343	20	21	27	23	9
	Fall	505	21	22	25	23	8
Participate in other educational opportunities	Summer	331	22	22	26	20	10
	Fall	475	20	24	31	17	7
Enjoy solitude	Summer	473	2	3	16	37	42
	Fall	706	2	5	14	41	38
Enjoy sounds of nature	Summer	487	<1	2	13	38	47
	Fall	711	2	3	11	43	42
Experience night sky	Summer	379	7	8	24	30	31
	Fall	520	11	13	24	27	25
Experience wilderness	Summer	469	2	3	11	33	50
	Fall	679	1	2	11	38	49
Explore historic features	Summer	366	5	10	30	32	24
	Fall	541	2	13	28	38	20
Hike 2 hours or more	Summer	394	11	11	21	27	29
	Fall	560	17	16	14	23	30
Hike less than 2 hours	Summer	371	9	8	25	31	26
	Fall	552	12	13	25	28	22
Picnic	Summer	373	9	15	32	27	16
	Fall	555	10	16	30	28	16
Stay overnight in a natural setting	Summer	345	17	12	26	22	22
	Fall	502	20	17	21	25	17
Stay overnight in an historic setting	Summer	323	23	23	32	14	8
	Fall	481	25	25	25	18	7
View wildlife/plants	Summer	477	1	1	12	33	53
	Fall	711	1	2	8	38	51
Visit a national park	Summer	444	2	3	17	32	46
	Fall	649	2	4	15	35	45
Other	Summer	58	12	2	12	22	52
	Fall	109	8	2	6	30	54

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Services, Facilities, Attributes, Resources, and Elements

Information services and facilities used

Question 14a

Please indicate all of the information services and facilities that you and your personal group used at Shenandoah NP during this visit.

Results

- As shown in Figure 46, the most common visitor services and facilities used by visitor groups were:

Summer

82% Directional signs inside park
74% Park brochure/map
61% Exhibit panels at overlooks

Fall

80% Directional signs inside park
74% Park brochure/map
59% Exhibit panels at overlooks

- The least used services/facilities were:

Summer

5% Park radio station

Fall

4% Park radio station

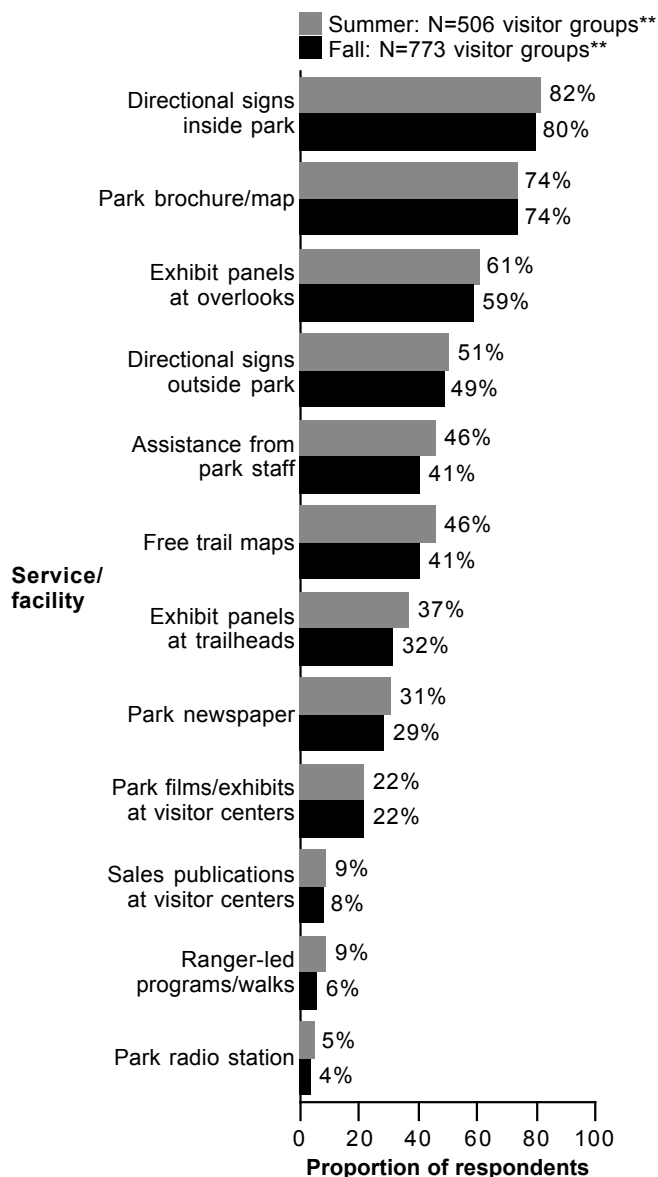


Figure 46. Information services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of information services and facilities

Question 14b

For only those services and facilities that you and your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
2=Slightly important
3=Moderately important
4=Very important
5=Extremely important

Results

- Figure 47 shows the combined proportions of “extremely important” and “very important” ratings of information services and facilities that were rated by 30 or more visitor groups.
- Table 18 shows the importance ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

Summer

95% Ranger-led programs/walks
89% Park brochure/map
87% Free trail maps
87% Directional signs inside park

Fall

93% Free trail maps
90% Park brochure/map
89% Directional signs inside park
89% Directional signs outside park

- The services/facilities receiving the highest “not at all important” ratings that were rated by 30 or more visitor groups were:

Summer

3% Park newspaper

Fall

3% Park newspaper

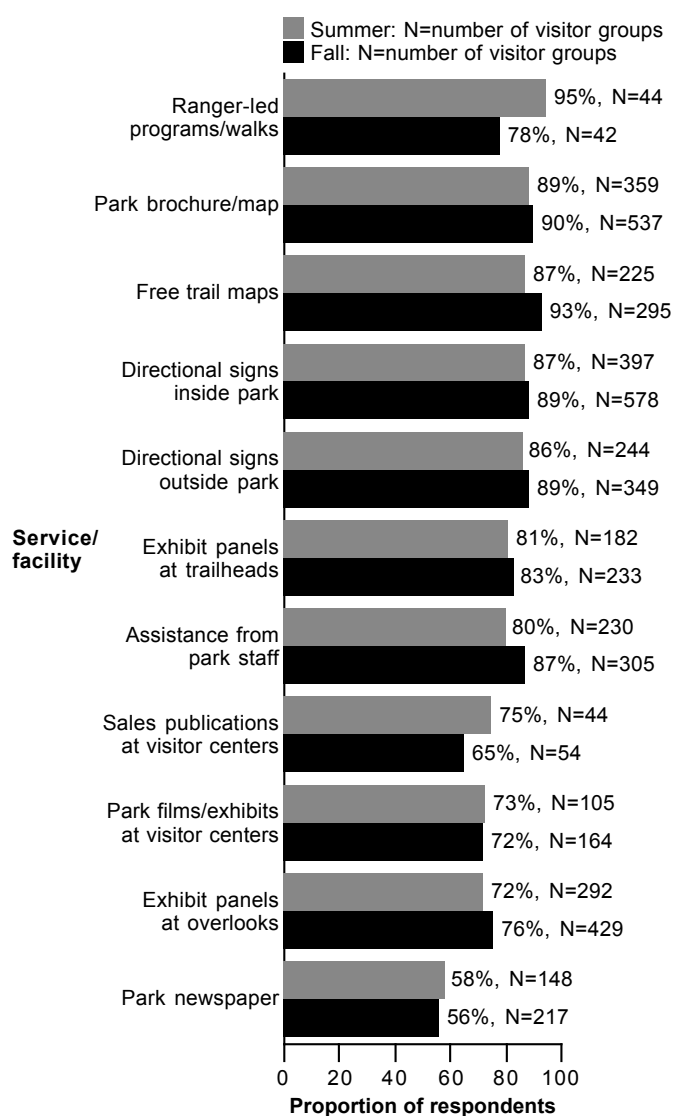


Figure 47. Combined proportions of “extremely important” and “very important” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 19. Importance ratings of information services and facilities
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Assistance from park staff	Summer	230	0	4	17	35	45
	Fall	305	<1	1	11	35	52
Directional signs inside the park	Summer	397	0	1	13	34	53
	Fall	578	0	1	10	34	55
Directional signs outside the park	Summer	244	0	2	12	28	58
	Fall	349	0	2	9	31	58
Exhibit panels at overlooks	Summer	292	0	3	25	37	35
	Fall	429	<1	4	20	41	35
Exhibit panels at trailheads	Summer	182	0	2	16	39	42
	Fall	233	<1	2	15	44	39
Free trail maps	Summer	225	0	2	11	28	59
	Fall	295	<1	1	6	31	62
Park brochure/ map	Summer	359	<1	2	9	34	55
	Fall	537	0	2	8	32	58
Park films/ exhibits at visitor center	Summer	105	1	5	21	40	33
	Fall	164	0	8	20	34	38
Park newspaper	Summer	148	3	9	30	28	30
	Fall	217	3	11	29	32	24
Park radio station – CAUTION!	Summer	23	9	13	35	22	22
	Fall	29	3	24	17	28	28
Ranger-led programs/walks	Summer	44	2	0	2	43	52
	Fall	42	0	0	21	38	40
Sales publications at visitor centers	Summer	44	0	2	23	34	41
	Fall	54	0	13	22	43	22

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of information services and facilities

Question 14c

For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 48 shows the combined proportions of “very good” and “good” ratings of information services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

Summer

- 94% Assistance from park staff
- 94% Park brochure/map
- 92% Directional signs inside park
- 91% Ranger-led programs/walks

Fall

- 94% Ranger-led programs/walks
- 94% Assistance from park staff
- 93% Park brochure/map
- 92% Sales publications at visitor centers

- Table 19 shows the quality ratings of each service and facility.
- The services/facilities receiving the highest “very poor” ratings that were rated by 30 or more visitor groups were:

Summer

- 1% Exhibit panels at trailheads

Fall

- 2% Directional signs outside park

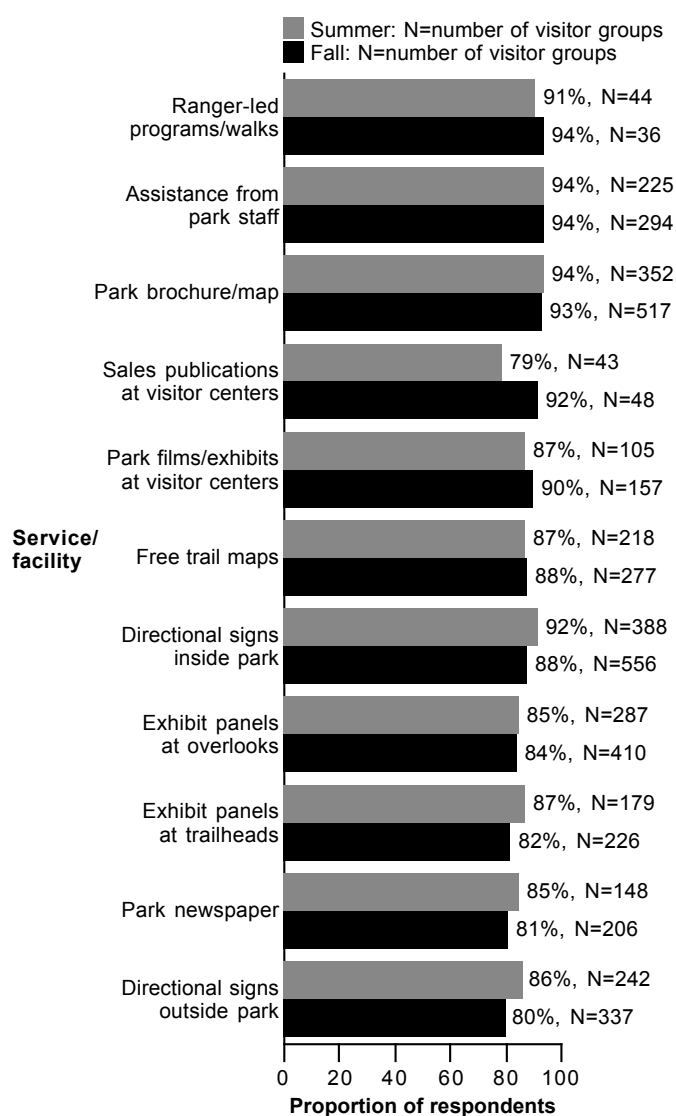


Figure 48. Combined proportions of “very good” and “good” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 19. Quality ratings of information services and facilities
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Very poor	Poor	Average	Good	Very good
Assistance from park staff	Summer	225	0	1	5	26	68
	Fall	294	1	2	3	20	74
Directional signs inside the park	Summer	388	<1	1	7	44	48
	Fall	556	0	2	10	37	51
Directional signs outside the park	Summer	242	<1	2	12	41	45
	Fall	337	2	3	15	36	44
Exhibit panels at overlooks	Summer	287	0	1	14	41	44
	Fall	410	1	3	12	45	39
Exhibit panels at trailheads	Summer	179	1	4	8	46	41
	Fall	226	1	1	16	46	36
Free trail maps	Summer	218	0	3	10	37	50
	Fall	277	0	2	10	31	57
Park brochure/map	Summer	352	0	<1	6	37	57
	Fall	517	0	1	6	31	62
Park films/exhibits at visitor center	Summer	105	0	0	13	30	57
	Fall	157	1	1	8	31	59
Park newspaper	Summer	148	0	0	14	34	51
	Fall	206	0	1	17	41	40
Park radio station – CAUTION!	Summer	23	4	13	30	22	30
	Fall	27	4	7	41	19	30
Ranger-led programs/walks	Summer	44	0	5	5	23	68
	Fall	36	0	0	6	19	75
Sales publications at visitor centers	Summer	43	0	2	19	28	51
	Fall	48	0	0	8	54	38

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of information services and facilities – summer

- Figures 49 and 50 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average.

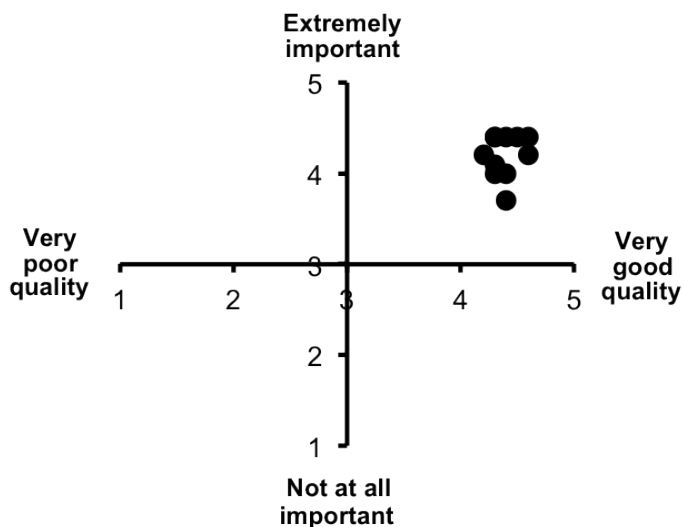


Figure 49. Mean scores of importance and quality of information services and facilities

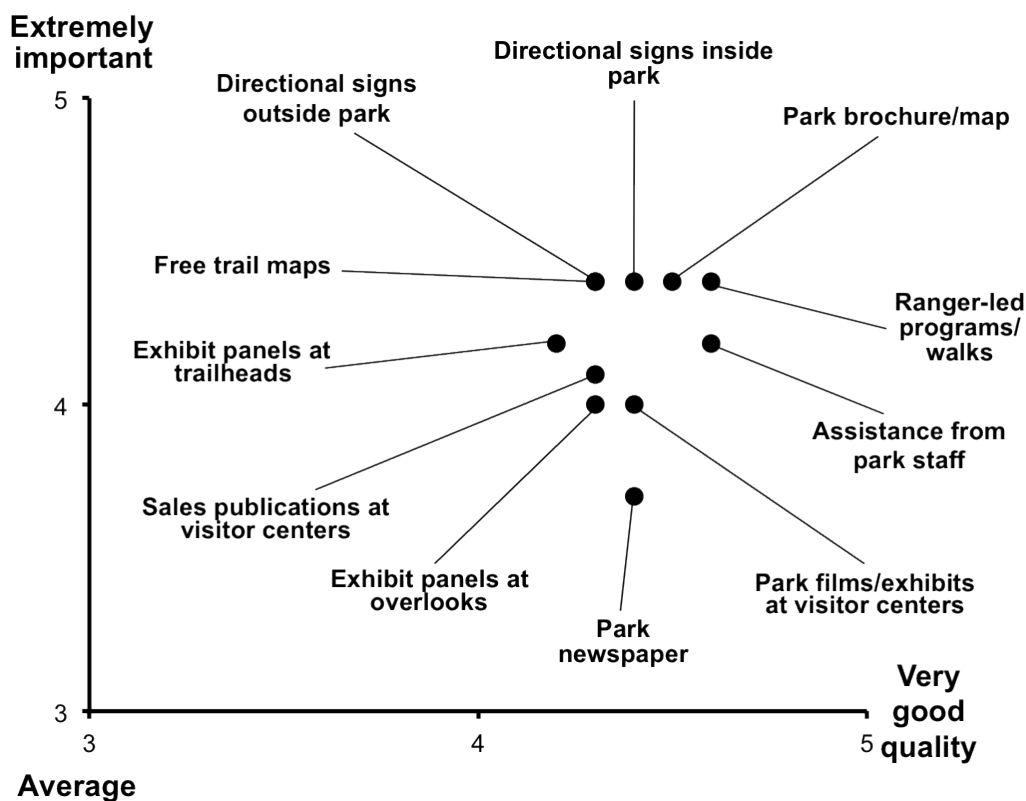


Figure 50. Detail of Figure 49

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of information services and facilities – fall

- Figures 51 and 52 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average.

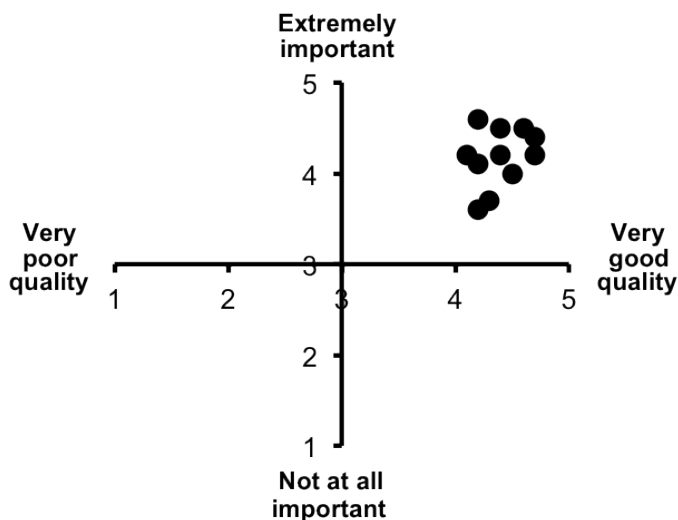


Figure 51. Mean scores of importance and quality of information services and facilities

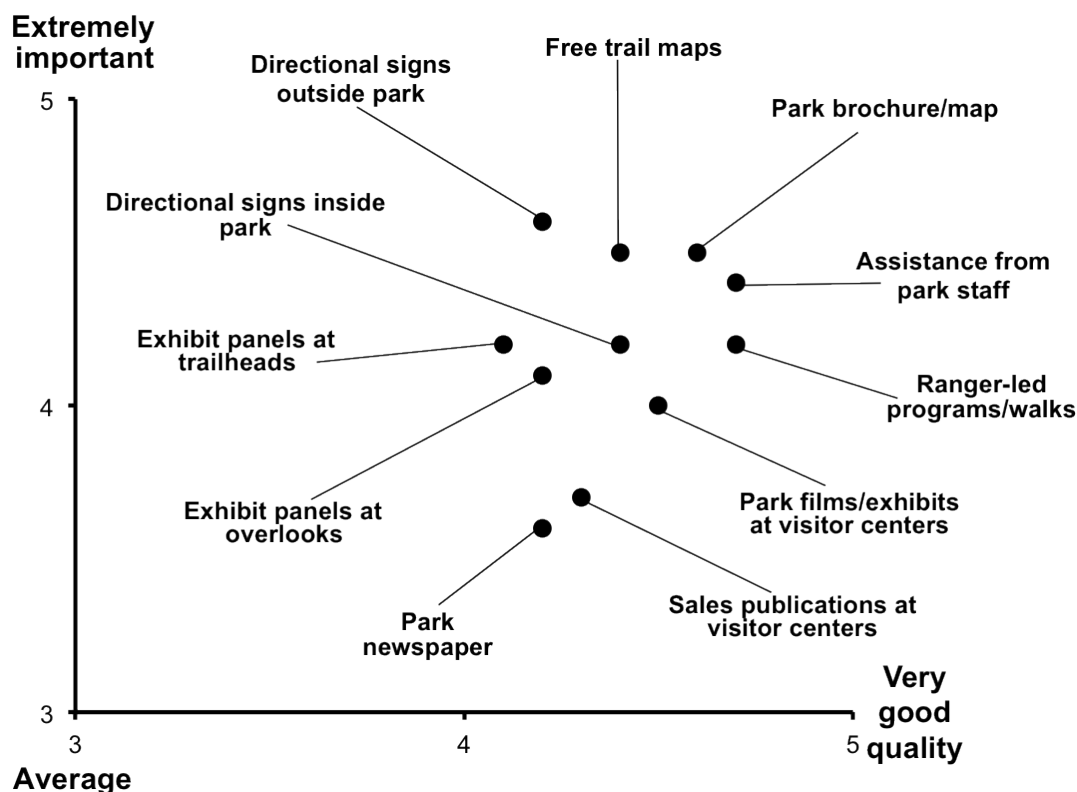


Figure 52. Detail of Figure 51

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor services and facilities used

Question 15a

Please indicate all of the visitor services and facilities that you and your personal group used at Shenandoah NP during this visit.

Results

- As shown in Figure 53, the most common visitor services and facilities used by visitor groups were:

Summer
79% Restrooms
57% Trails

Fall
86% Restrooms
46% Trails

- The least used services/facilities were:

Summer
3% Backcountry trail shelters and huts

Fall
3% Backcountry trail shelters and huts

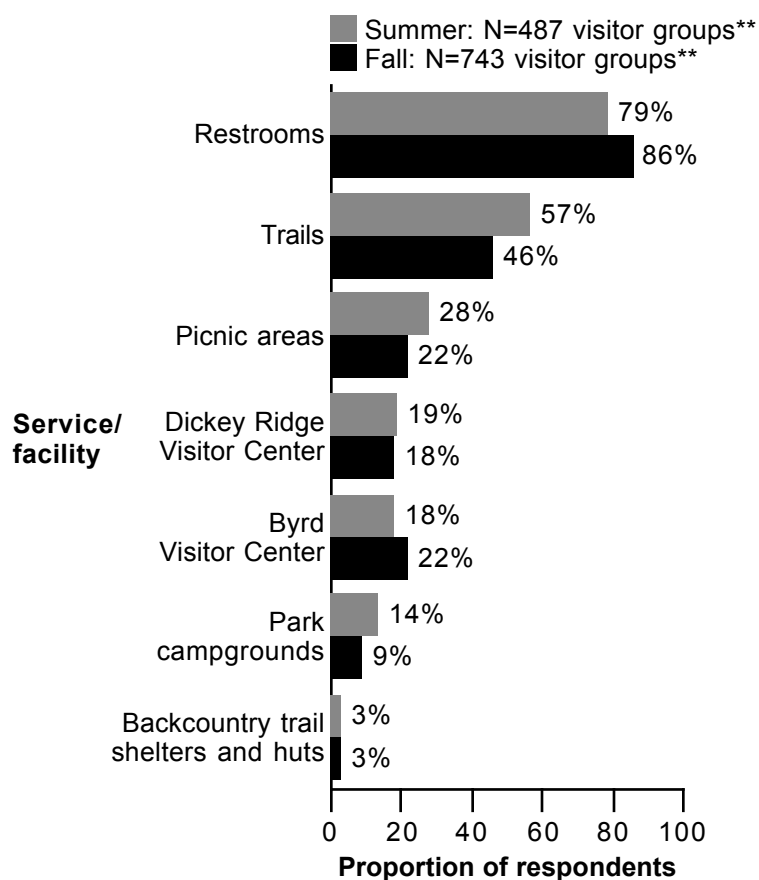


Figure 53. Visitor services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of visitor services and facilities

Question 15b

For only those services and facilities that you and your personal group used, please rate their importance from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 54 shows the combined proportions of “extremely important” and “very important” ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- The visitor services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

Summer

- 96% Trails
- 95% Restrooms
- 94% Park campgrounds

Fall

- 97% Park campgrounds
- 95% Trails
- 95% Restrooms

- Table 20 shows the importance ratings of each service and facility.
- The services/facilities receiving the highest “not at all important” ratings that were rated by 30 or more visitor groups were:

Summer

- 1% Byrd Visitor Center

Fall

- 1% Dickey Ridge Visitor Center

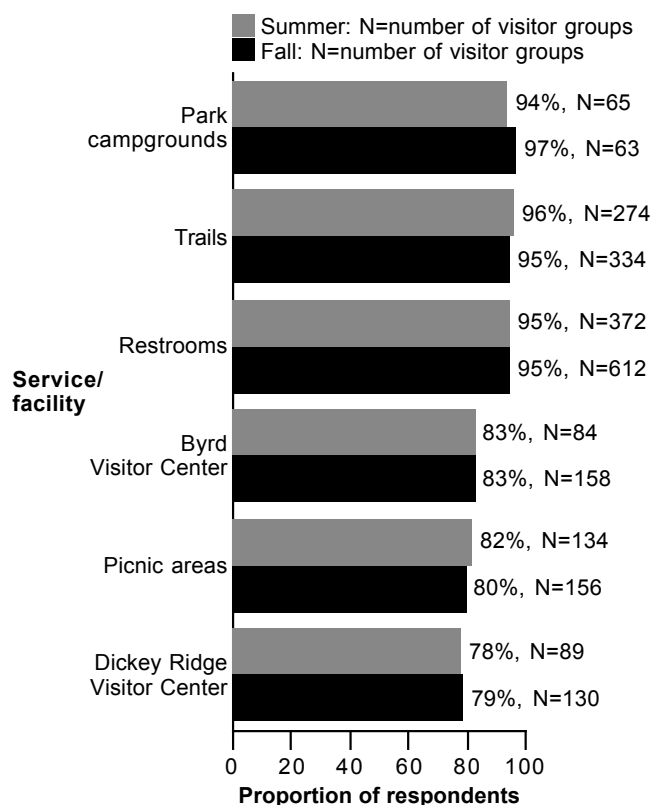


Figure 54. Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 20. Importance ratings of visitor services and facilities
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Backcountry trail shelters and huts – CAUTION!	Summer	14	0	0	7	29	64
	Fall	18	0	17	17	39	28
Byrd Visitor Center	Summer	84	1	1	14	40	43
	Fall	158	0	1	16	39	44
Dickey Ridge Visitor Center	Summer	89	0	2	20	43	35
	Fall	130	1	2	18	32	47
Park campgrounds	Summer	65	0	0	6	23	71
	Fall	63	0	2	2	14	83
Picnic areas	Summer	134	0	2	16	41	41
	Fall	156	0	3	17	42	38
Restrooms	Summer	372	<1	1	4	26	69
	Fall	612	0	<1	5	22	73
Trails	Summer	274	0	<1	4	21	75
	Fall	334	0	0	4	21	74

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor services and facilities

Question 15c

For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 55 shows the combined proportions of “very good” and “good” ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

Summer
97% Byrd Visitor Center
93% Trails
92% Park campgrounds

Fall
95% Park campgrounds
93% Byrd Visitor Center
93% Trails

- Table 21 shows the quality ratings of each service and facility.
- The services/facilities receiving the highest “very poor” ratings that were rated by 30 or more visitor groups were:

Summer
1% Picnic areas

Fall
1% Dickey Ridge Visitor Center
1% Picnic areas
1% Restrooms
1% Trails

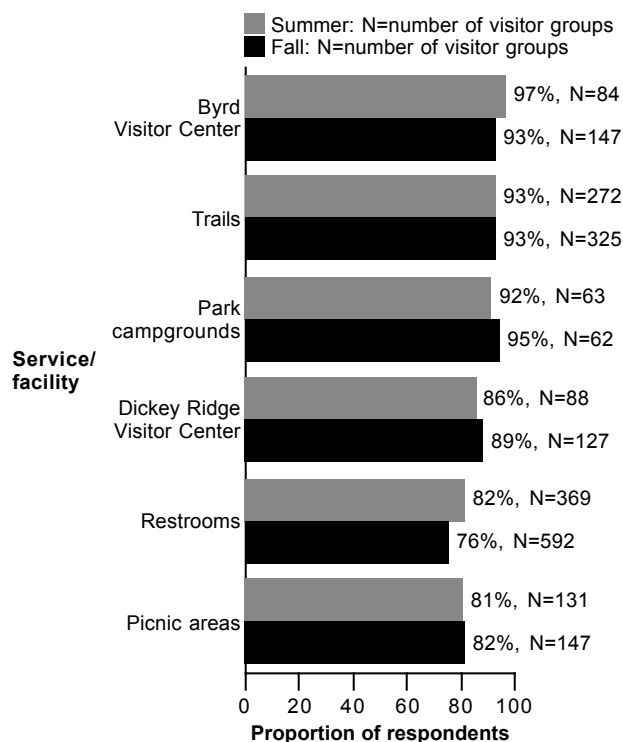


Figure 55. Combined proportions of “very good” and “good” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 21. Quality ratings of visitor services and facilities
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Very poor	Poor	Average	Good	Very good
Backcountry trail shelters and huts – CAUTION!	Summer	14	0	0	0	57	43
	Fall	16	0	0	25	44	31
Byrd Visitor Center	Summer	84	0	0	4	37	60
	Fall	147	0	1	7	31	62
Dickey Ridge Visitor Center	Summer	88	0	5	9	41	45
	Fall	127	1	0	10	36	53
Park campgrounds	Summer	63	0	2	6	30	62
	Fall	62	0	0	5	32	63
Picnic areas	Summer	131	1	0	18	44	37
	Fall	147	1	3	13	40	42
Restrooms	Summer	369	0	2	15	41	41
	Fall	592	1	3	20	38	38
Trails	Summer	272	<1	<1	6	38	55
	Fall	325	1	1	6	35	58

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of visitor services and facilities – summer

- Figures 56 and 57 show the mean scores of importance and quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities were rated above average.

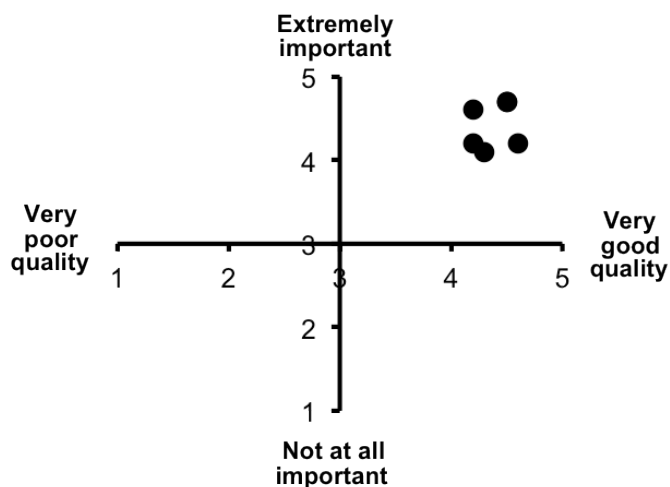


Figure 56. Mean scores of importance and quality of visitor services and facilities

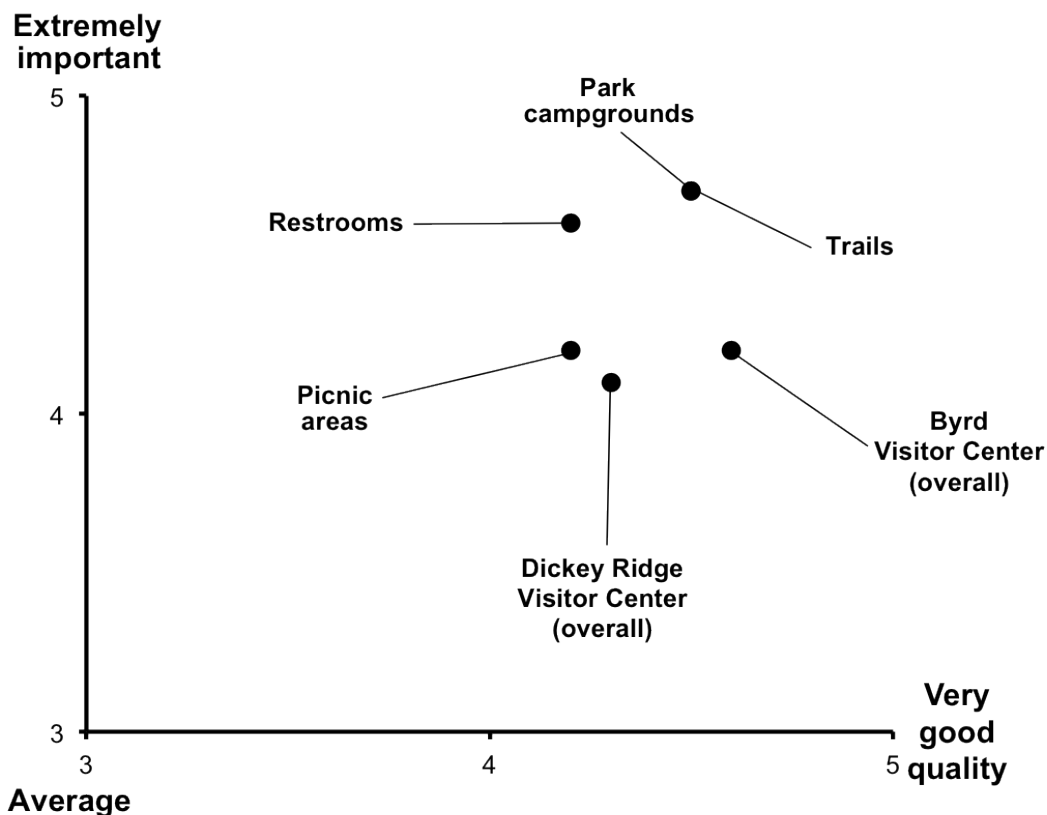


Figure 57. Detail of Figure 56

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of visitor services and facilities – fall

- Figures 58 and 59 show the mean scores of importance and quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities were rated above average.

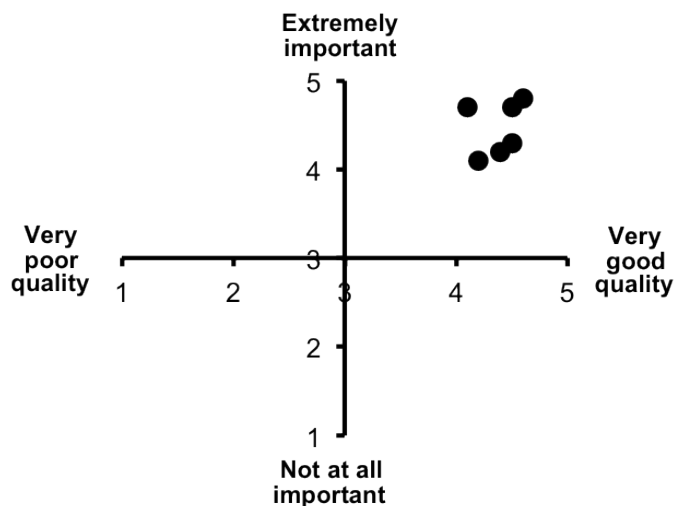


Figure 58. Mean scores of importance and quality of visitor services and facilities

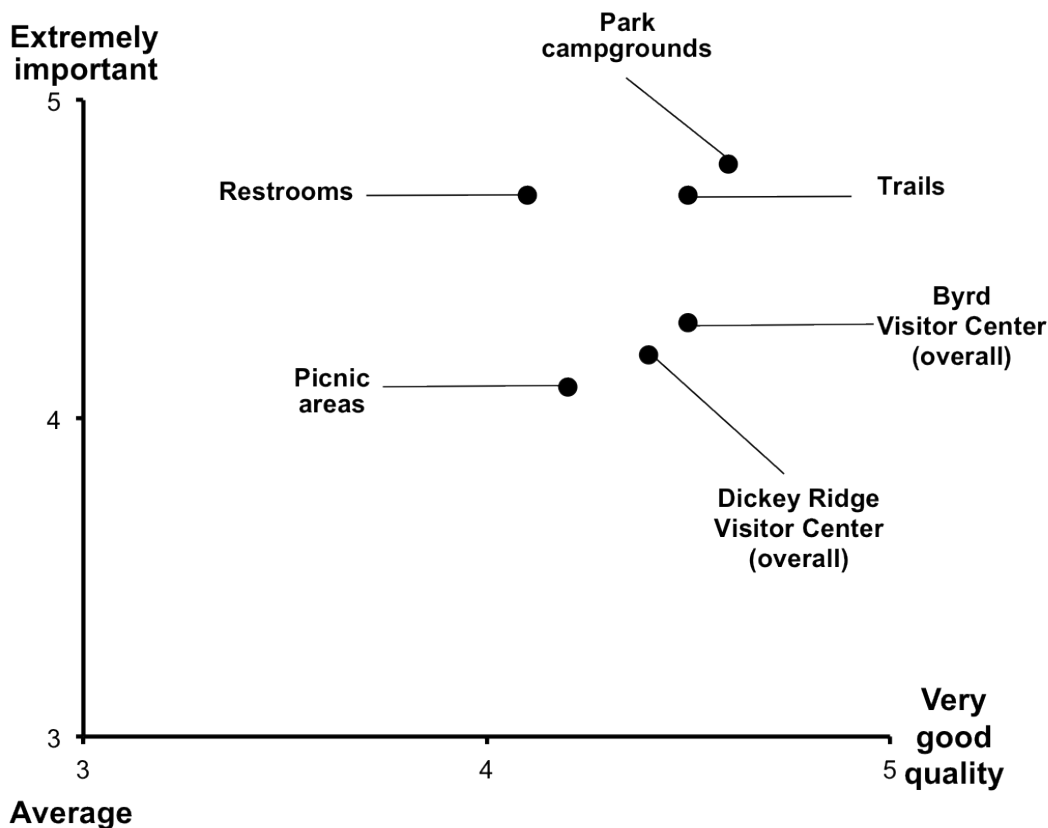


Figure 59. Detail of Figure 58

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Concession services and facilities used

Question 11a and 12a

Please indicate all the concession services and facilities that you and your personal group used during this visit to Shenandoah NP.

Results

- As shown in Figure 60, the most common concession services and facilities used by visitor groups were:

Summer

35% Big Meadows Lodge gift shop
34% Assistance from lodging, restaurant, or retail staff
31% Big Meadows Wayside campstore/gift shop

Fall

36% Big Meadows Lodge gift shop
34% Skyland gift shop
33% Big Meadows Wayside campstore/gift shop

- The least used services/facilities were:

Summer

2% Skyland horseback riding

Fall

2% Skyland horseback riding

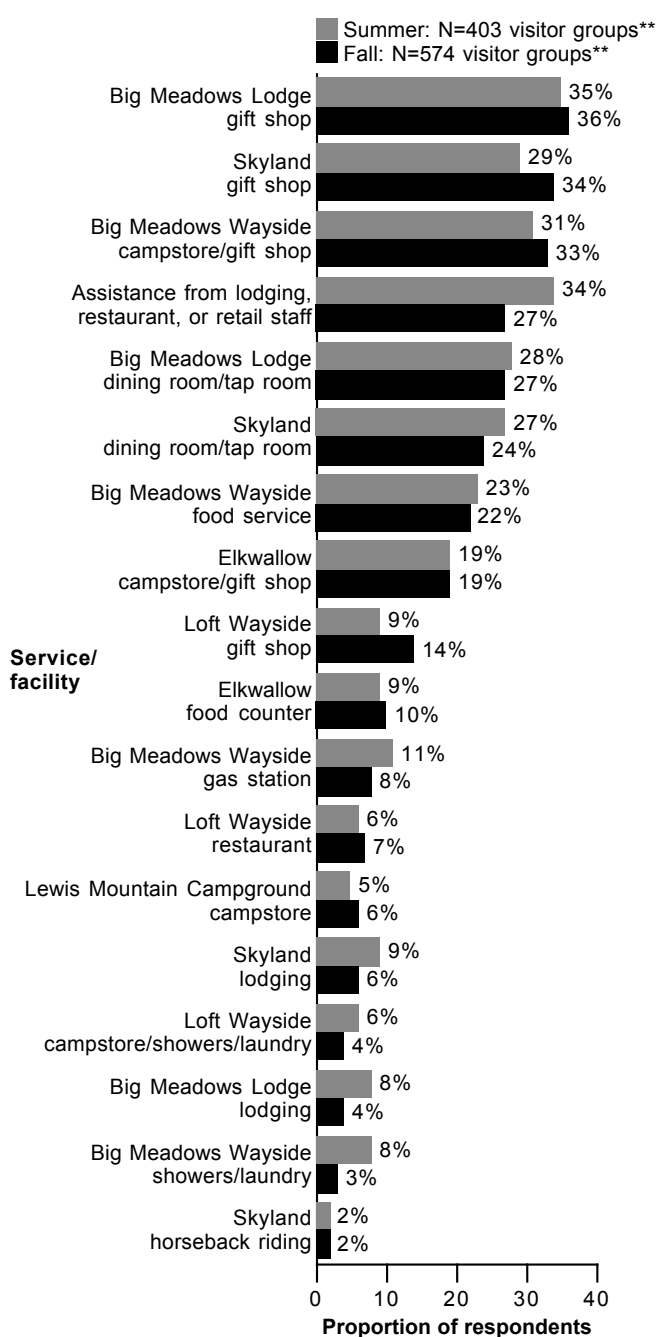


Figure 60. Concession services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of concession services and facilities

Question 11b and 12b

For only those services and facilities that you and your personal group used, please rate their importance.

- 1=Not at all important
2=Slightly important
3=Moderately important
4=Very important
5=Extremely important

Note: **CAUTION!** If “N” is less than 30, the results may be unreliable.

Results

- Figure 61 shows the combined proportions of “extremely important” and “very important” ratings of concession services and facilities.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings included:

Summer

- 91% Skyland lodging
88% Big Meadows Wayside showers/laundry
75% Skyland dining room/tap room

Fall

- 91% Skyland Lodging
89% Big Meadows gas station
80% Big Meadows Lodge dining room/tap room
80% Skyland dining room/tap room

- Table 21 shows the importance ratings of concession services/facilities.
- The concession services/facilities receiving the highest “not at all important” ratings were:

Summer

- 4% Big Meadows Lodge gift shop

Fall

- 3% Skyland gift shop
3% Big Meadows Lodge gift shop
3% Big Meadows Wayside campstore/gift shop

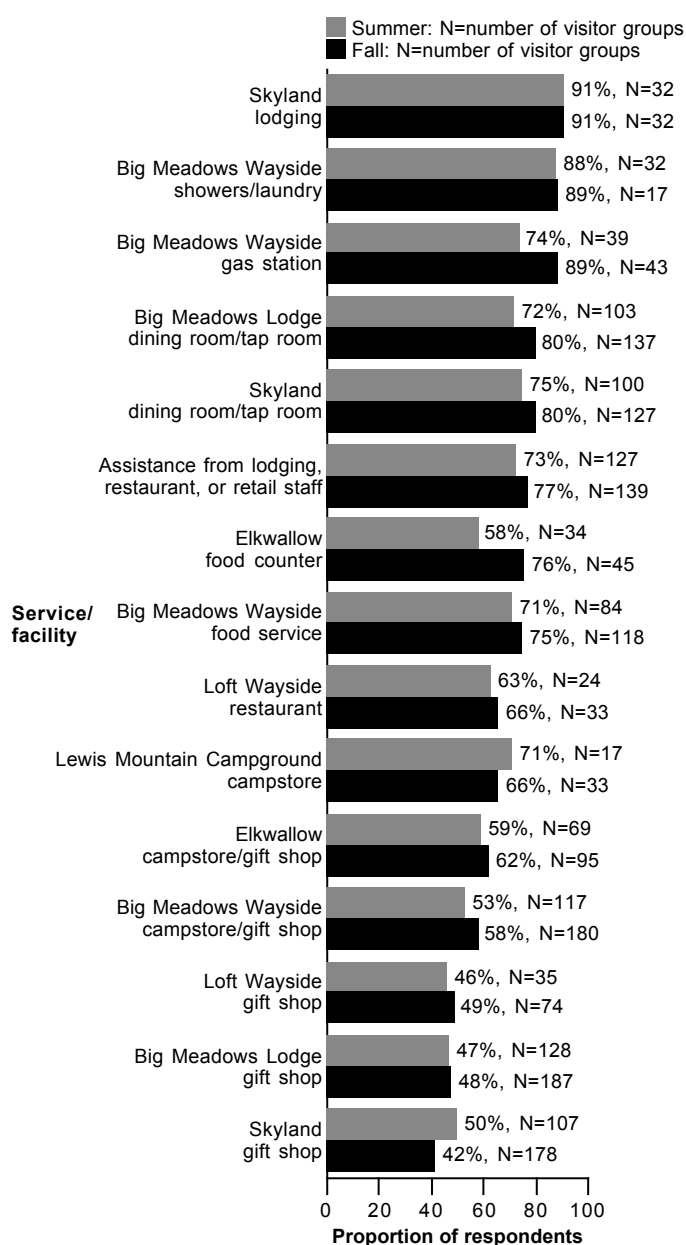


Figure 61. Combined proportions of “extremely important” and “very important” ratings of concession services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 22. Importance ratings of concession services and facilities
(N=number of visitors groups)

Service/facility	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Assistance from lodging, restaurant, or retail staff	Summer	127	0	3	24	35	38
	Fall	139	1	6	16	42	35
Elkwallow campstore/gift shop	Summer	69	1	10	29	33	26
	Fall	95	1	6	31	45	17
Elkwallow food counter	Summer	34	0	6	35	29	29
	Fall	45	0	7	18	58	18
Skyland dining room/tap room	Summer	100	1	0	24	42	33
	Fall	127	2	2	17	42	38
Skyland gift shop	Summer	107	2	14	35	30	20
	Fall	178	3	12	43	28	14
Skyland horseback riding – CAUTION!	Summer	9	0	11	0	67	22
	Fall	13	0	8	23	31	38
Skyland lodging	Summer	32	0	0	9	22	69
	Fall	32	0	3	6	50	41
Lewis Mountain Campground campstore – CAUTION!	Summer	17	0	0	29	47	24
	Fall	33	0	12	21	36	30
Big Meadows Lodge gift shop	Summer	128	4	13	36	28	19
	Fall	187	3	8	41	28	20
Big Meadows Lodge dining room/tap room	Summer	103	2	2	24	36	36
	Fall	137	2	8	10	37	43
Big Meadows Lodge lodging – CAUTION!	Summer	29	0	0	7	45	48
	Fall	19	0	5	0	37	58

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 23. Importance ratings of concession services and facilities (continued)
(N=number of visitors groups)

Service/facility	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Big Meadows Wayside campstore/gift shop	Summer	117	1	14	32	29	24
	Fall	180	3	7	32	29	29
Big Meadows Wayside food service	Summer	84	0	2	27	42	29
	Fall	118	0	3	22	42	33
Big Meadows Wayside gas station	Summer	39	0	8	18	18	56
	Fall	43	0	2	9	33	56
Big Meadows Wayside showers/laundry – CAUTION!	Summer	32	0	0	13	22	66
	Fall	17	0	0	12	18	71
Loft Wayside campstore/showers/laundry – CAUTION!	Summer	23	0	4	22	17	57
	Fall	25	0	8	24	28	40
Loft Wayside gift shop	Summer	35	3	11	40	20	26
	Fall	74	1	18	32	35	14
Loft Wayside restaurant – CAUTION!	Summer	24	0	4	33	38	25
	Fall	33	0	0	33	39	27

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of concession services and facilities

Question 11c and 12c

For only those services and facilities that you and your personal group used, please rate their quality from 1-5.

- 1=Very poor
2=Poor
3=Average
4=Good
5=Very good

Note: **CAUTION!** If “N” is less than 30, the results may be unreliable.

Results

- Figure 62 shows the combined proportions of “very good” and “good” ratings of concession services and facilities.
- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings included:

Summer

- 87% Assistance from lodging, restaurant, or retail staff
- 86% Big Meadows Lodge dining room/tap room
- 85% Loft Wayside gift shop
- 85% Big Meadows Wayside campstore/gift shop

Fall

- 88% Lewis Mountain Campground campstore
- 86% Big Meadows Lodge gift shop
- 85% Big Meadows Wayside campstore/gift shop

- Table 22 shows the quality ratings of each service and facility.
- The concession services/facilities receiving the highest “very poor” ratings that was rated by 30 or more visitor groups were:

Summer

- 3% Big Meadows Wayside shower/laundry

Fall

- 3% Loft Wayside restaurant

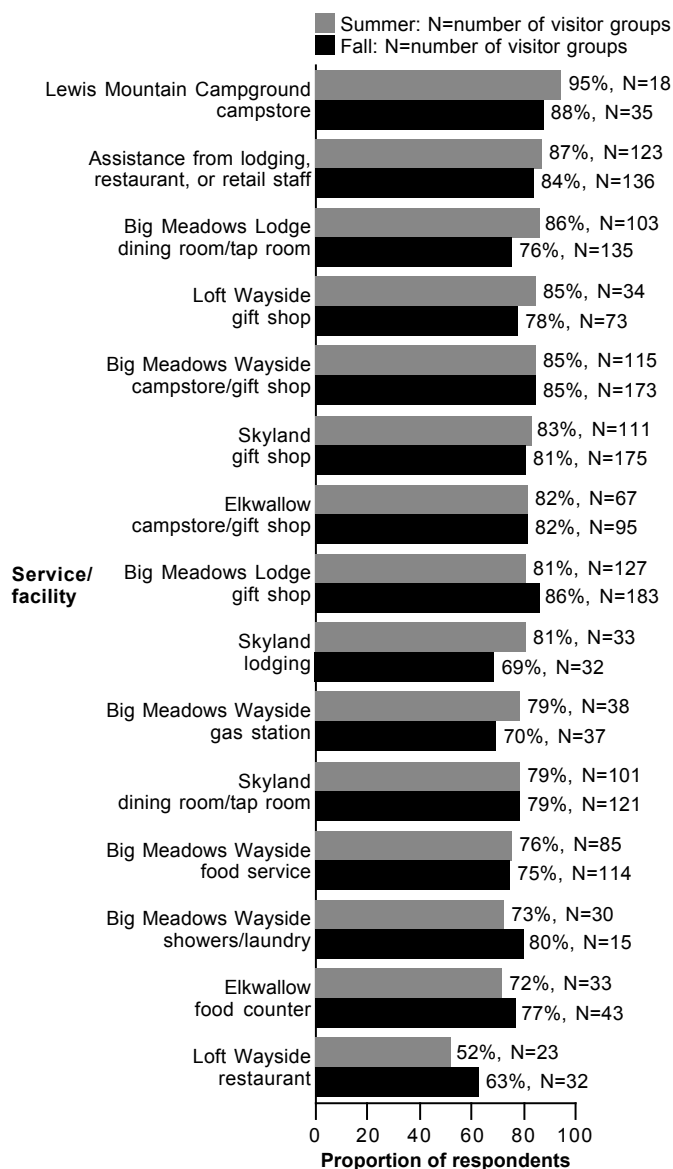


Figure 62. Combined proportions of “very good” and “good” ratings of concession services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 24. Quality ratings of concession services and facilities
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Very poor	Poor	Average	Good	Very good
Assistance from lodging, restaurant, or retail staff	Summer	123	0	2	11	33	54
	Fall	136	2	4	10	35	49
Elkwallow campstore/gift shop	Summer	67	0	1	16	31	51
	Fall	95	0	0	18	45	37
Elkwallow food counter	Summer	33	0	0	27	30	42
	Fall	43	0	7	16	40	37
Skyland dining room/tap room	Summer	101	0	3	18	27	52
	Fall	121	1	3	17	36	43
Skyland gift shop	Summer	111	0	2	15	33	50
	Fall	175	0	2	17	47	34
Skyland horseback riding – CAUTION!	Summer	9	0	0	11	22	67
	Fall	13	8	0	8	62	23
Skyland lodging	Summer	33	0	3	15	42	39
	Fall	32	0	9	22	44	25
Lewis Mountain Campground campstore – CAUTION!	Summer	18	0	0	6	39	56
	Fall	35	0	3	9	37	51
Big Meadows Lodge gift shop	Summer	127	0	0	18	35	46
	Fall	183	1	1	13	42	44
Big Meadows Lodge dining room/tap room	Summer	103	2	5	8	39	47
	Fall	135	1	1	21	34	42
Big Meadows Lodge lodging – CAUTION!	Summer	27	0	0	22	37	41
	Fall	19	5	5	11	42	37

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 25. Quality ratings of concession services and facilities (continued)
(N=number of visitor groups)

Service/facility	Season	N	Rating (%)*				
			Very poor	Poor	Average	Good	Very good
Big Meadows Wayside campstore/gift shop	Summer	115	0	0	16	43	42
	Fall	173	0	0	16	36	49
Big Meadows Wayside food service	Summer	85	0	6	18	40	36
	Fall	114	0	4	20	35	40
Big Meadows Wayside gas station	Summer	38	0	3	18	45	34
	Fall	37	0	3	27	32	38
Big Meadows Wayside showers/laundry – CAUTION!	Summer	30	3	10	13	40	33
	Fall	15	0	7	13	40	40
Loft Wayside campstore/ showers/laundry – CAUTION!	Summer	22	0	0	9	41	50
	Fall	24	0	0	21	42	38
Loft Wayside gift shop	Summer	34	0	0	15	29	56
	Fall	73	0	1	21	42	36
Loft Wayside restaurant – CAUTION!	Summer	23	0	4	43	13	39
	Fall	32	3	3	31	41	22

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of concession services and facilities – summer

- Figures 63 and 64 show the mean scores of importance and quality ratings of concession services and facilities that were rated by 30 or more visitor groups.
- All concession services and facilities were rated above average.

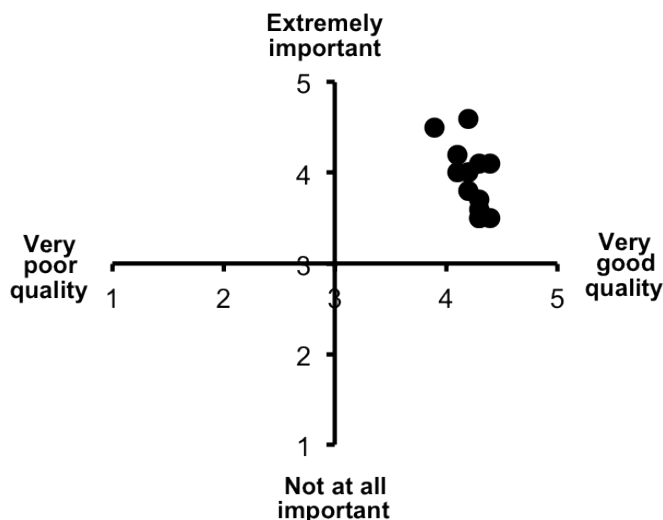


Figure 63. Mean scores of importance and quality of concession services and facilities

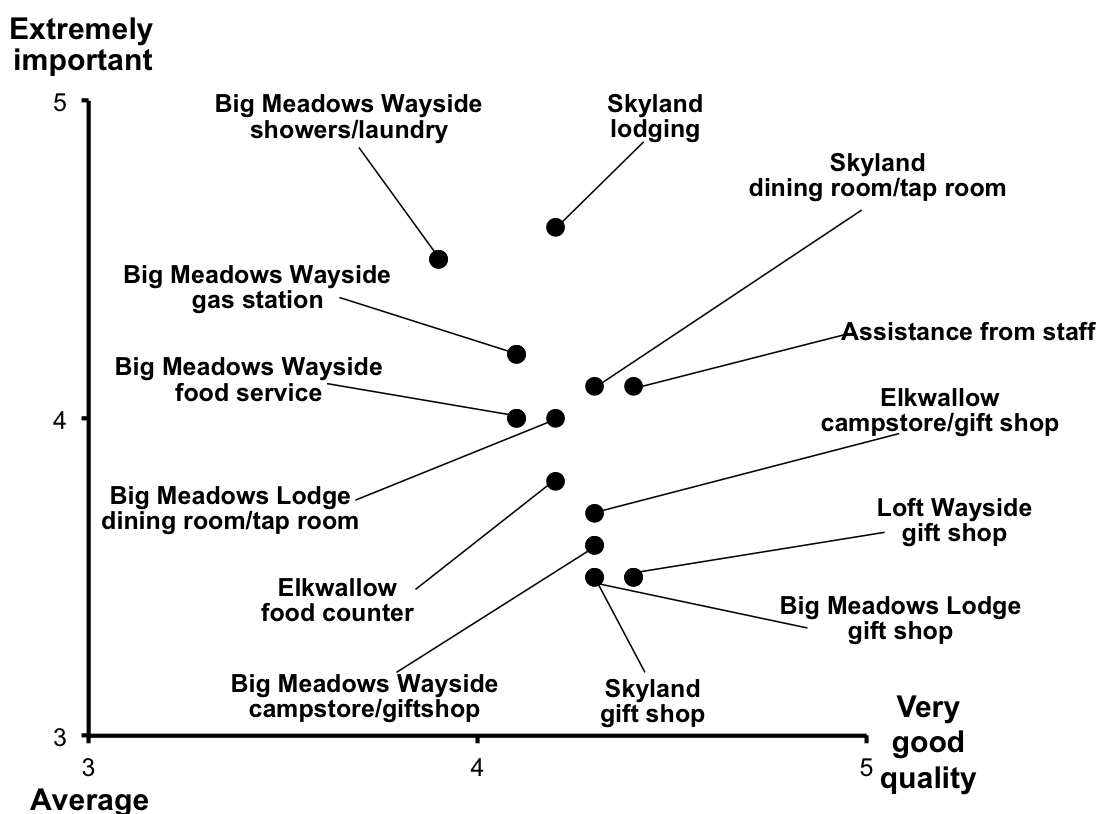


Figure 64. Detail of Figure 63

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of concession services and facilities – fall

- Figures 65 and 66 show the mean scores of importance and quality ratings of concession services and facilities that were rated by 30 or more visitor groups.
- All concession services and facilities were rated above average.

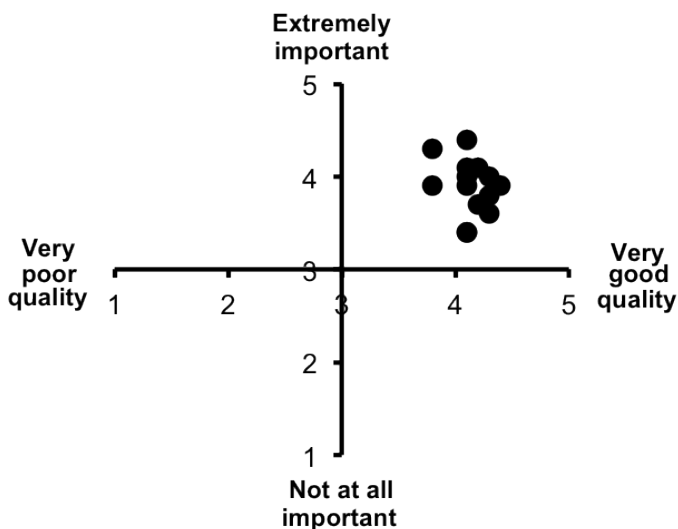


Figure 65. Mean scores of importance and quality of concession services and facilities

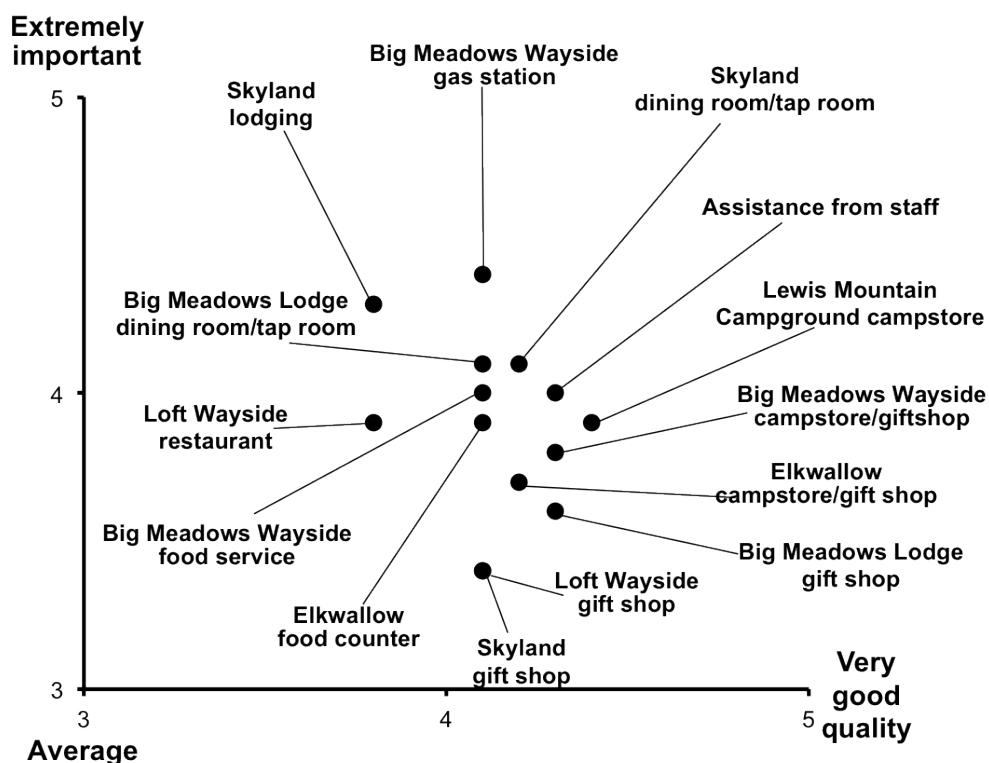


Figure 66. Detail of Figure 65

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance of protecting park attributes, resources, and experiences

Question 18a

Shenandoah NP was established to protect the natural, scenic, and cultural resources while providing for public enjoyment. How important is protection of the following to you and your personal group?

Not at all important
Slightly important
Moderately important
Very important
Extremely important

Results

- As shown in Figure 67, the highest combined proportions of “extremely important” and “very important” ratings of protecting park attributes, resources, and experiences included:

Summer

96% Clean water
95% Clean air
92% Scenic vistas and overlooks
92% Native animals

Fall

97% Clean water
96% Clean air
95% Scenic vistas and overlooks
94% Native animals

- The attributes/resources/experiences receiving the highest “not at all important” ratings were:

Summer

5% Scientific research in park

Fall

5% Scientific research in park

- Table 23 shows the importance ratings of park attributes, resources, and experiences.

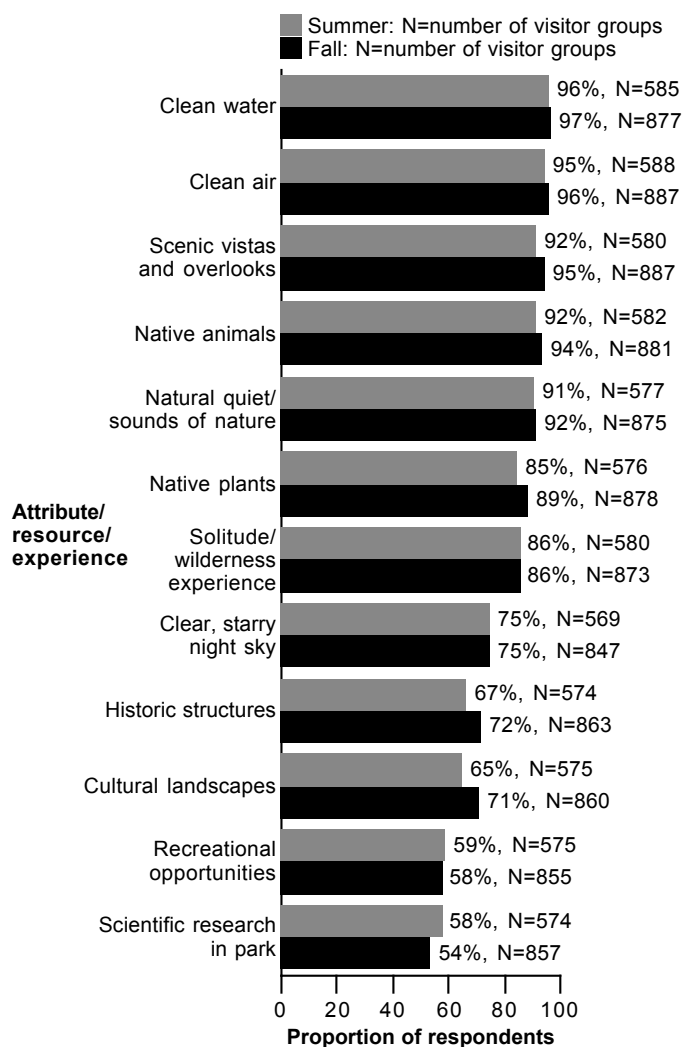


Figure 67. Combined proportions of “extremely important” and “very important” ratings of protecting park attributes, resources, and experiences

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 26. Importance ratings of protecting park attributes, resources, and experiences
(N=number of visitor groups)

Attribute/ resource/ experience	Season	N	Rating (%)*				
			Not at all important	Slightly important	Moderately important	Very important	Extremely important
Clean air (visibility)	Summer	588	<1	<1	5	32	63
	Fall	887	<1	<1	3	33	63
Clean water	Summer	585	<1	<1	4	26	70
	Fall	877	<1	1	3	30	67
Clean, starry night sky	Summer	569	2	4	20	28	47
	Fall	847	3	4	18	32	43
Cultural landscapes	Summer	575	2	9	23	31	34
	Fall	860	2	5	21	39	32
Historic structures (buildings, walls, etc.)	Summer	574	2	9	23	37	30
	Fall	863	1	5	22	39	33
Native animals (including birds)	Summer	582	<1	1	6	24	68
	Fall	881	<1	1	6	29	65
Native plants	Summer	576	1	3	11	25	60
	Fall	878	1	3	8	30	59
Natural quiet/sounds of nature	Summer	577	1	1	7	29	62
	Fall	875	<1	2	7	32	60
Recreational opportunities	Summer	575	3	8	29	31	28
	Fall	855	4	10	28	31	27
Scenic vistas and overlooks	Summer	580	<1	1	7	34	58
	Fall	887	<1	<1	3	27	68
Scientific research in the park	Summer	574	5	10	27	30	28
	Fall	857	5	11	30	30	24
Solitude/ wilderness experience	Summer	580	1	3	10	29	57
	Fall	873	1	3	10	32	55

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Elements affecting park experience**Question 8**

During this visit to Shenandoah NP, how did the following sounds affect your personal group's park experience?

Results

- Table 24 shows how different elements detracted from, had no effect on, or added to visitor groups' experiences.
- Tables 25a and 25b lists the other sounds that affected visitor groups' experiences.

Table 27. How elements affected visitor groups' park experience

(N=number of visitor groups that responded to the question;

n¹= number of visitor groups that rated each element;

n²= number of visitor groups that did not experience each element)

Element	Season	Total N	Rating (%)*				Did not experience	
			n ¹	Detracted from	No effect	Added to	n ²	% of total
Sounds of aircraft	Summer	564	239	16	84	<1	325	58
	Fall	857	342	8	92	1	515	60
Sounds of generators	Summer	565	200	10	89	2	365	65
	Fall	856	291	9	91	1	565	66
Sounds of motorcycles	Summer	574	500	25	70	5	74	13
	Fall	876	703	23	71	7	173	20
Sounds made by other visitors	Summer	567	488	8	87	6	79	14
	Fall	867	752	8	86	6	115	13
Other sounds	Summer	76	76	38	n/a	62	n/a	n/a
	Fall	59	59	22	n/a	78	n/a	n/a

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 28a. “Other” sounds that affected visitor groups’ experiences – summer
(N=61 comments)

Element	Number of times mentioned
Wildlife (animals, birds, insects)	24
Construction (equipment, vehicles, work)	11
Nature	9
Barking dogs	2
Outdoor music - Skyland	2
Accident - large motor home truck ran into back stop	1
Campsite host's air conditioner	1
Car horns	1
Chainsaw	1
Diesel pickup truck	1
Dumpster	1
Gas powered Aramark golf carts	1
Landscaping equipment	1
Loud music from cars	1
Mowers	1
RV's in camping area	1
Sirens	1
Top vent on bathroom of Big Meadows	1

Table 25b. “Other” sounds that affected visitor groups’ experiences – fall
(N=54 comments)

Element	Number of times mentioned
Nature	23
Wildlife (animals, birds, insects)	16
Vehicles	6
Construction (equipment, vehicles, work)	2
Bathroom fans	1
Car horns	1
Dirt track auto race	1
Dogs	1
Music at Skyland	1
Silence and solitude	1
Train whistles	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferences for Future Visits

Learning about scientific research in the park

Question 18b

Would you and your personal group be interested in learning more about scientific research in the park?

Results

- As shown in Figure 68, the proportions of visitor groups that would like to learn about scientific research in the park were:

50% Summer
42% Fall

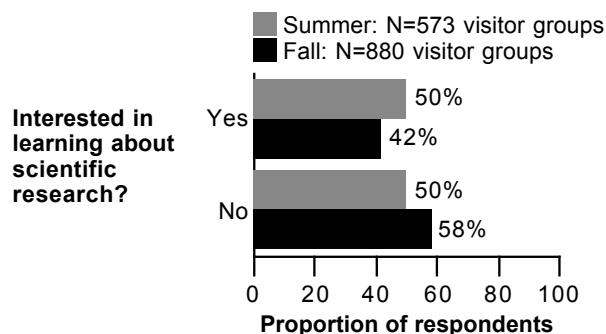


Figure 68. Visitor groups that would like to learn about scientific research in the park

Question 18c

If YES, which sources would you and your personal group prefer to learn about scientific research in the park?

Results

- As shown in Figure 69, among those visitor groups that would like to learn about scientific research in the park, the most common sources of information to use were:

Summer
69% Park website
55% Exhibits
49% Brochures

Fall
71% Park website
52% Exhibits
51% Brochures

- “Other” sources were:

Summer (2%)
Email
TV documentaries

Fall (3%)
Email
Internet
Knowledgeable personnel in park
News media
TV documentaries

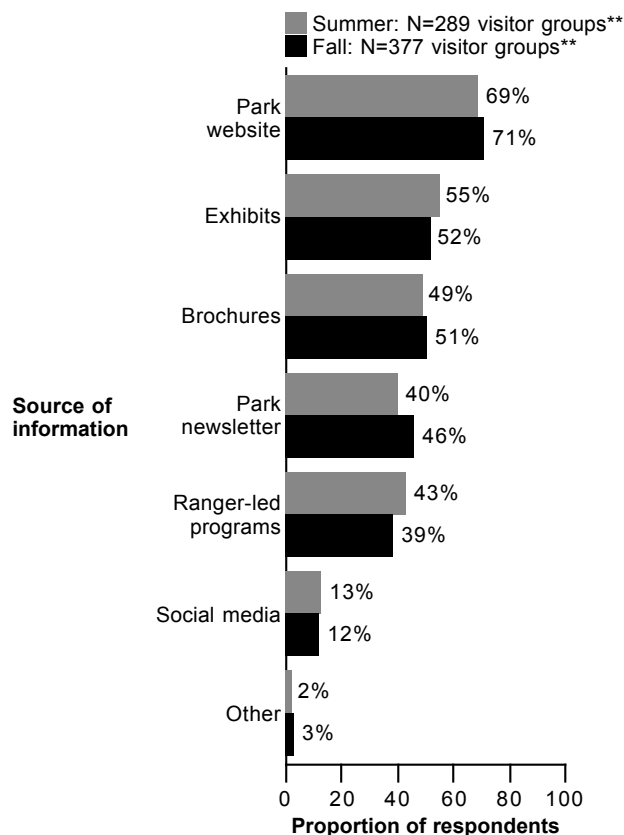


Figure 69. Sources for learning about scientific research in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferred length of ranger-led programs

Question 16a

If you were to attend a ranger-led program at Shenandoah NP in the future, which program length would you and your personal group prefer?

Results

- As shown in Figure 70, among those visitor groups that would attend a ranger-led program on a future visit, the preferred program lengths were:

Summer

53% 1/2 hour - 1 hour
26% 1 - 2 hours
19% Under 1/2 hour

Fall

55% 1/2 hour - 1 hour
25% Under 1/2 hour
19% 1 - 2 hours

- "Other" preferred program lengths were:

Summer (2%)

2 or more hours
Up to 3 hours
Depends on program

Fall (1%)

3 hours
4 - 6 hours
All day
Depends on program

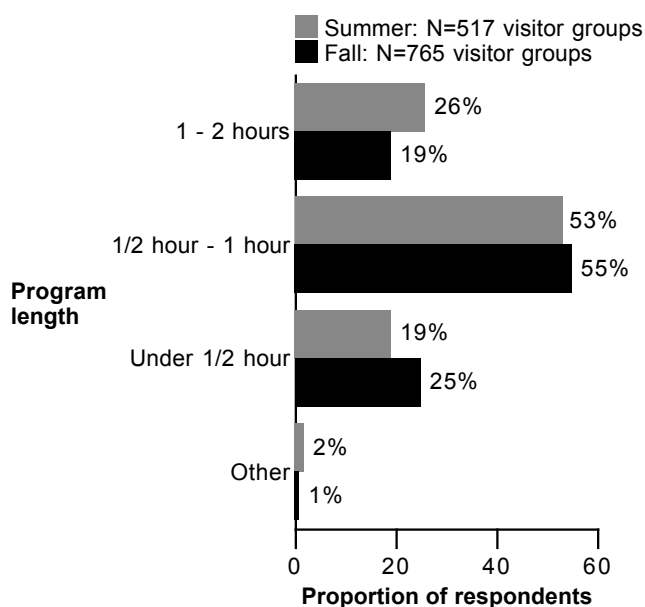


Figure 70. Preferred length of ranger-led programs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferred time of day to attend ranger-led programs

Question 16b

Which time of day would be most suitable for you and your personal group to attend a ranger-led program?

Results

- As shown in Figure 71, visitor groups' preferred times of day to attend a ranger-led program were:

Summer

34% 10 am - Noon
17% Noon - 2 pm
16% After 4 pm
16% 8 am - 10 am

Fall

40% 10 am - Noon
27% Noon - 2 pm
13% 8 am - 10 am
11% 2 pm - 4 pm

- "Other" preferred times of day were:

Summer (4%)

6 am - 8 am
10 am - 4 pm
After 7 pm
All day
Anytime
Evening
Depends on program
Various

Fall (3%)

10 am - 4 pm
10 am - 5 pm
Noon - 6 pm
Noon - 7 pm
Afternoon
All day
Anytime
Early
Evening
Depends on program

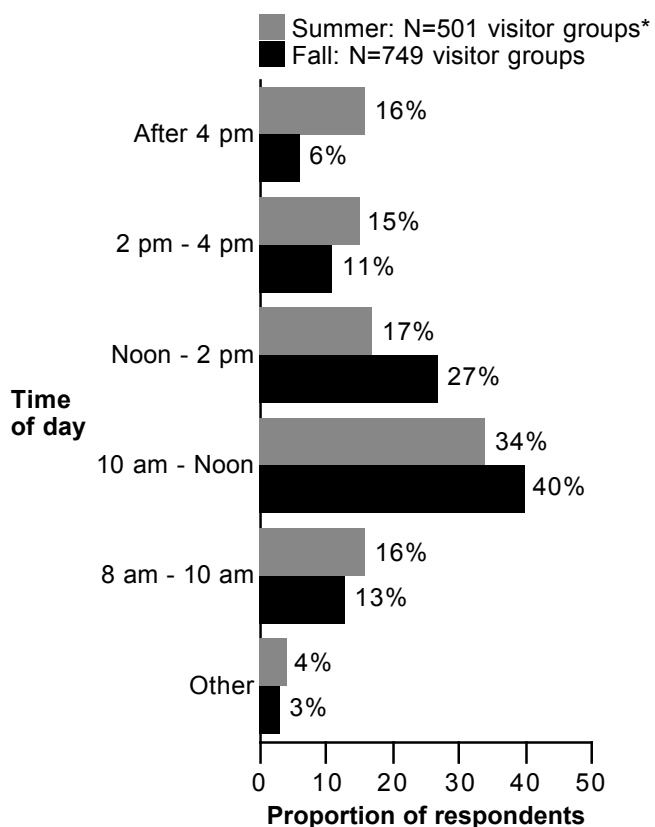


Figure 71. Preferred time of day to attend ranger-led programs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 17

Overall, how would you rate the quality of facilities, services, and recreational opportunities provided to you and your personal group at Shenandoah NP during this visit?

Results

- As shown in Figure 72, the proportions of visitor groups that rated the overall quality of facilities, services, and recreational opportunities as “very good” and “good” were:

95% Summer
94% Fall

- Less than 1% of summer visitor groups rated the overall quality as “poor.” No summer visitor groups rated the overall quality as “very poor.”
- Less than 1% of fall visitor groups rated the overall quality as “very poor” and “poor.”

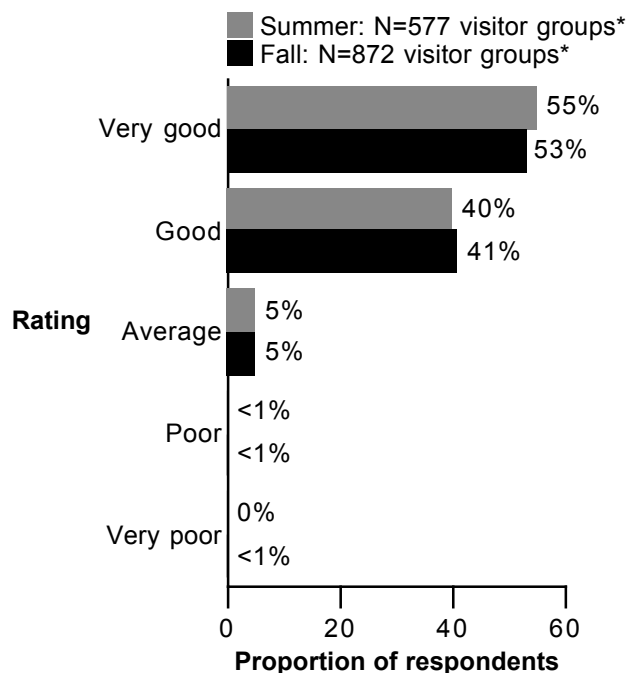


Figure 72. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comment Summaries

Additional comments – summer

Question 26

Is there anything else you and your personal group would like to tell us about your visit to Shenandoah NP?
(Open-ended)

Results

- 53% of visitor groups (N=320) responded to this question.
- Table 26 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 29. Additional comments – summer
(N=446 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL (5%)	
Park staff friendly/pleasant	4
Park staff was knowledgeable	3
Entrance staff was pleasant	2
Park staff was helpful	2
Staff at Big Meadows and Skyland was polite	2
Other comments	9
INTERPRETIVE SERVICES (7%)	
More interpretive information at overlooks	3
Overlook exhibit panels should be updated	2
Provide more information on Native American history	2
Should have been warned about high temperatures	2
Other comments	21
FACILITIES/MAINTENANCE (17%)	
Enjoyed trails	7
Park is well maintained	7
Roads are well maintained	5
Need better marking of roadside trailheads	4
Park is clean/litter-free	3
Campsites lack privacy/space	2
Enjoyed camping	2
Need more restrooms	2
Park should be mowed more often	2
Road upgrade/re-paving are good	2
Vegetation at overlooks obscures views	2
Would like campground showers	2
Would like electric hook-ups in campground	2
Other comments	32
POLICY/MANAGEMENT (12%)	
Protect/preserve the park	8
English only	3
Lower the speed limit	3
Park was not crowded	3
Prohibit/ban loud motorcycles	3

Table 26. Additional comments – summer (continued)

Comment	Number of times mentioned
POLICY/MANAGEMENT (continued)	
Would like cell phone	3
Base entrance fee on length of stay	2
Entrance fee too high	2
More law enforcement of speeding	2
Park lacks adequate funding	2
Thank you for replacement questionnaire	2
Other comments	19
RESOURCE MANAGEMENT (7%)	
Saw bears	11
Enjoyed seeing wildlife	8
Would have liked to see bears	4
Enjoyed the wildflowers	2
Hazy skies/air pollution impacted visit	2
Other comments	5
CONCESSIONS (4%)	
Enjoyed Big Meadows Lodge	2
Provide healthier food choices	2
Other comments	15
GENERAL (49%)	
Enjoyed visit	80
Beautiful place/park	24
We love Shenandoah National Park	15
Keep up the good work/good job	11
Thank you	10
Visit often	10
Will return	10
Did not spend enough time	7
Enjoyed scenic views	7
Great park	7
Enjoyed hiking	4
We love/support national parks	4
Would like to visit in other seasons	4
Peaceful experience	3
Favorite place to hike	2
Other comments	19

Additional comments – fall**Question 26**

Is there anything else you and your personal group would like to tell us about your visit to Shenandoah NP?
(Open-ended)

Results

- 51% of visitor groups (N=470) responded to this question.
- Table 27 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 30. Additional comments – fall
(N=189 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL (5%)	
Park staff was helpful, friendly	14
Park staff was knowledgeable/informative	4
Other comments	13
INTERPRETIVE SERVICES (6%)	
Offer more ranger-led interpretive programs/hikes	8
Need free detailed trail maps/information on trail lengths and elevation gain	6
Park information should be English only	5
Enjoyed ranger-led program	3
Need more detailed information on flora/fauna	2
Other comments	19
FACILITIES/MAINTENANCE (12%)	
Additional restrooms needed	10
Park is well maintained	10
Roads are well maintained	8
Need more signs on trails identifying location/features/mileage	7
Park was clean	7
Need bike lanes/paths	6
Need better directional signage outside the park	5
Add more electric hook-ups in campsites	3
Need more parking	3
Restrooms were/nice	3
Vegetation at overlooks obscures views	3
Add playgrounds	2
Enjoyed trails	2
Improve cell phone service	2
Need more picnic areas	2
Restrooms dirty/out of order	2
Some turnouts lack visibility when exiting	2
Trailheads should be marked clearly	2
Other comments	5

Table 27. Additional comments – fall (continued)

Comment	Number of times mentioned
POLICY/MANAGEMENT (8%)	
Protect/preserve the park	8
Questionnaire should not ask about race	5
Allow dogs in more areas/trails in the park	4
Entrance fee too high	3
Park needs more funding	3
Raise the speed limit	3
Too crowded	3
Enforce speed limit	2
Keep it natural/undeveloped	2
Park is good use of tax money	2
Other comments	20
RESOURCE MANAGEMENT (3%)	
Enjoyed seeing wildlife	8
Saw bears	6
Other comments	8
CONCESSIONS (7%)	
Improve food service	7
Concession food too expensive	4
Food service at Skyland was good	4
Skyland lodging not clean/in disrepair	4
Firewood was damp/unseasoned/hard to burn	3
Other comments	22
GENERAL (53%)	
Enjoyed visit	113
Beautiful park	41
Love the park	24
Thank you	21
Visit often	20
Keep up the good work/good job	19
Enjoyed Skyline drive	16
Weather was foggy/rainy	16
Enjoyed fall colors/foliage	14
Enjoyed scenic views	13
Park is great/excellent/awesome	11
Will return	8
Motorcycles are too loud	5
Enjoyed hiking/backpacking	4
Enjoyed bicycling at park	3
Park is close to home	3
Enjoyed motorcycle ride	2
GPS does not work on Parkway	2
Park is a favorite place	2
Thank you for taking care of the park	2
Other comments	13

Visitor Comments

This section contains visitor responses to open-ended questions.

Question 26

Is there anything else you and your personal group would like to tell us about your visit to Shenandoah NP? (Open-ended)

Summer

- Accommodations should explicitly state that no air conditioning is available
- Air condition dining room at Big Meadows Lodge
- All park ranger staff were extremely pleasant and friendly
- Although our visit was short we enjoyed it immensely
- Always a beautiful place to visit
- Always an enjoyable experience! Thank you!
- Any opportunity to expand the park would be great
- Awesome experience as per the first time visitors in my party
- Bear education
- Beautiful and peaceful visit
- Beautiful and seemed well kept
- Beautiful day. Midweek was great for fewer people and cars.
- Beautiful experience
- Beautiful park - thank you
- Beautiful park and friendly staff
- Beautiful park, but we would like to see more wildlife, especially native predators (Where are the bears and big cats? Are their populations healthy?)
- Beautiful place
- Beautiful place, cheerful people, missed an entertainment room to meet others or charge cell phones and exchange
- Beautiful place, had a great time. Love the rustic-ness of it. Keep up the good work.
- Beautifully maintained, road is in wonder - great condition
- Beset place we've ever camped - D loop, Lost Mountain, private sites, bigger improvements: cleaner restrooms and separating generator RV's from tent campers
- Best vacation EVER!!! Family bonding experience!
- Big Meadows is my dad's favorite place to visit. This was for his 50th birthday.
- Big Meadows Lodges were in urgent need of repair, particularly painting and repairing fixtures
- Bird watcher - found plenty of birds in Shenandoah National Park
- Camp host were great and helpful
- Can't wait til fall and summer so we can come back. Just great what God has given us. So beautiful.
- Couldn't reach reservation line from cell phone inside the park. Or we would have considered staying at park instead of Front Royal.
- Despite our short visit, we loved the park and everything it had to offer. However, hazy skies were probably the biggest deterrent to our good experience at the park.
- Didn't know about the park radio station (AM 1610) Tremendous. Please keep up the phenomenal work (and keep Clyde Jenkins on as long as he'll stay!)

- Due to our visit, my grandson has decided to work toward becoming a park ranger. Before our trip he hadn't a clue as to what he wanted to do in his future. Thanks for the duplicate. The other got lost in all our vacation "souvenirs."
- Dundo picnic area not well maintained - terrible, filthy restrooms, gnats
- Easy on, easy off- we loved it
- English is our National Language
- Enjoy seeing mother bear with 2 cubs and deer
- Enjoy the museum and lodge at Big Meadow
- Enjoyable day at Shenandoah
- Enjoyed it
- Enjoyed meeting motorcycles from Canada
- Enjoyed our short visit. We hope to return for longer visit.
- Enjoyed short visit. Found on scenic blog.
- Enjoyed this opportunity to experience the wilderness and animals of Shenandoah
- Enjoyed walking through Big Meadows and seeing wild flowers, butterflies and birds. Also hiked to Dark Hollow Falls - wonderful.
- Even though it was extremely hot we saw a lot of wildlife. It was wonderful.
- Excellent
- Expect to return
- Fantastic
- Food and service at Skyland are A+++
- Free trip to NP only visit one day
- Fun had by all - thank you
- Gate rangers very friendly and helpful
- Good day, we saw four bears
- Good food, so relaxing. We enjoy the park, meet lots of friends. My daughter and family camp there offer. The staff in dining room at Big Meadows and Skyland are very polite.
- Good job so far
- Good maintenance program
- Got on Blue Ridge Park way - Ashville HC got off at Sky Line Dr. We have a 42' Allegro bus, had no trouble at all, when last underpass listed 12'8" ours is 13' we did not have a problem but noticed we did not see another motor home the size of ours across Blue Ridge or Shenandoah
- Great experience. Always wonderful.
- Great experience. We will be back.
- Great experience. As I never plan my trips ahead, but go spontaneously, I feel lucky to have decided to overnight in a Front Royal hotel and then use this scenic route to go further south. Too bad my time is limited and I will have to catch a plane in Philadelphia back to Germany I had a wonderful time. Thank you, thank you, take care.
- Great park!
- Great park. It was hard to find the entrance in Front Royal. Bigger and more signage would be helpful. Air conditioning is needed in Dickey Ridge Visitor Center and more places to get cold drinks. It was 104 degrees the day we were there - July 22, 2011.
- Great pet policy. Would never use campgrounds as campsites offer no privacy.
- Great place! Will visit again soon we hope.
- Great roads, beautiful wildflowers, scenery and wildlife
- Great trails
- Great view. Road as well done in the Colorado Road on mountains.

- Great visit every time
- Great!
- Had a good time as usual
- Had a great time. Keep up the good work.
- Harley Davidson motorcycles should not be allowed into the park since they are extremely loud. They frequently scared away wildlife we were observing.
- Have enjoyed Shenandoah NP and Skyline Drive my entire life, go once or twice a year, wish it was open and accessible in the winter
- Have wonderful memories forty-five years ago that we took our three girls camping at Big Meadows when they were 4, 6 and 7. Have been on Blue Ridge Parkway three times at Mt Mitchell - golfing etc.
- Hiked Bearfence Trail rock scramble, then ate lunch at Bearfence Mountain AT hut, then hiked to Lewis Mountain summit and returned to Bearfence Mountain parking. Had a great time! (4.5 hours round trip)
- I (me) enjoyed it
- I am glad the stimulus funds have been available to the park for improvements
- I am very thankful for the beautiful creation of God and man
- I bought a year pass and qualified for \$10 lifetime. Subsequent visit was denied ability to exchange and get a refund Interagency membership, sounds like it is for employees
- I came on a Monday when there was few people and saw nine bears on my hike. Had a great time.
- I can't wait to get back! It would be nice if there was a cheaper day pass instead of having to buy the \$15 seven day pass.
- I had no cell phone reception, was concerned about car trouble or emergency
- I have been visiting this park for 51 years. Please maintain its natural beauty and the upkeep of its historic and service facilities
- I hike a lot in SNP; more in the fall, winter, and summer; trails are awesome
- I hope the government will keep these treasures for future generations
- I live in Luray, VA and love spending time on Skyline Drive. I always take guests for the views and a meal at Skyland
- I love Shenandoah National Park
- I love Shenandoah National Park!
- I love Shenandoah National Park. Have visited every year of my life, sometimes more than once a year.
- I love this place. Please continue to employ well-educated rangers and work more to do conservation research. As a geologist this place and all national parks are my escape.
- I loved the variety of wildflowers. One of my uncles was in the CCC that helped clear the land.
- I never tire of visiting there. Take good care of the park.
- I ride a motorcycle with about 6-8 other people. We try to ride each section once a year. We live about 20 miles from the park.
- I think after the government took the land/homes away from local families they should have keep home place to have been able to tour
- I think the speed limit should be lowered
- I think you need more enforcement of the speed limit
- I thought you needed more to do in the park and signs telling what to do and how. I like hiking, but by driving on the road, didn't see many signs designating hikes, telling how far the trails were, terrain, time to complete, etc. Everyone will see signs, only some will have the correct brochures or will have gone to your website. I did think your parkway and the sights were more beautiful than the Blue Ridge Parkway.

- I want to see some bears
- I would like to bike (bicycle) to Skyline Drive - a bike lane would be so very nice
- I would like to have seen the bears. Beautiful park.
- I would like to see more pictures of what park used to look like before land was taken and before Chestnut trees died. Also, I would like more information on fungi and other pests (i.e., gypsy moths) that have been killing our native trees.
- I would love to visit Shenandoah National Park in the summer and fall. I'm sure it's beautiful.
- I've visited SNP at least 30 times in the past 62 years. Love it!
- If possible? a way to feed/care for animals
- If you are planning on adding languages, please don't stop at Spanish. Have all languages, or just English. It isn't fair.
- Impressed with its cleanliness - not a speck of litter
- In the suburbs, I don't feel like myself: in the park, I do
- It is a beautiful park
- It is a beautiful park and well maintained. I especially appreciated the stories of the CCC. The visitor center at Byrd had an excellent exhibit of the park history. However, we did not see much on the Native American Indians.
- It is a lovely, well run place. Don't change a thing - please do not try to make it multi cultural. Thank you for being persistent in this. I had lost my first copy. As I mentioned the park is lovely. Please do not try to put all the signs in Spanish too. I don't mind people coming to our country to have a better life, but I do mind their not accumulating learning our language. Help them learn English by keeping all the signs in English. Thank you.
- It is a treasure. We all enjoyed the beauty of God's creation. Thank you.
- It is great!
- It was a lovely visit
- It was a perfect day and we loved the views, the wildflowers, and being surrounded by nature
- it was a wonderful adventure!
- It was a wonderful experience, something new to see every visit. This hike we see two deer, a fawn, groundhog, turtle, and two cubs and their momma.
- It was a wonderful experience!
- It was a wonderful visit
- It was a wonderful visit by car
- It was amazing
- It was awesome
- It was beautiful
- It was beautiful and breath taking. Thank you for preserving it. What can be done about the afternoon haze?
- It was beautiful and cool!
- It was great
- It was great!
- It was great!
- It was great. I love national parks.
- It was not clear online that annual pass did not get us a campground discount
- It was our first time and we all loved it
- It was something we have wanted to do for years - especially drive the Skyline Drive. Wish we had known there was lodging in the park. We would have stayed in a lodge or cabin. Will check the

website next time. Went through AAA this time and our clerk preparing our travel plans had never heard of Skyline Drive! We enjoyed our day! Thanks!

- It was very nice
- It was wonderful. The short stops and small walks were perfect for us.
- It would be good if there were more restrooms
- It would be great if you make things for scrap booking and had them in the gift shops
- It's a beautiful area. We will be back in other seasons
- It's a beautiful park, very enjoyable
- It's great to encounter through hikers!
- Just like Wales National Parks, it's unspoiled. Thoroughly enjoyed it.
- Just used it as a highway to home and enjoyed it very much
- Keep up the good work
- Keep up the good work and save the hemlocks
- Keep up the good work!
- Keep up the good work!
- Keep up the great work - wonderful park!
- Keep up the great work! SNP and NPS renews my heart, mind and soul on every visit
- Look forward to next visit!
- Lost Mountain had just been mowed; looked good. When we were there a few weeks ago, grass was very high, not mowed
- Love National Parks, the rangers were friendly and informative. Thank you
- Love the scenic views and wildlife
- Love this park. Come often.
- Love to ride motorcycles on parkway
- Loved it!
- Loved the cool air, beauty of the drive, and well-maintained roads and overlooks. Excellent experience.
- Loved the park, facilities and staff
- Loved the visit, beautiful, however campground spaces too small and too close together, we were on top of our neighbors and they were terrible snorers
- Loved the wildflowers
- Make sure trails are easier to find
- Mark trails better at intersections
- More federal funding needed
- More showers and access to laundry
- More views please. It was great! Wish we had more time. Would appreciate some more detail about trails - separate leaflet.
- Motorcycles and bikes are annoying
- Mountain bike riders should be able to use the trails that horse riders may
- My friends and I enjoy cycling on Skyline Drive, particularly on days when it's too hot to ride our bicycles in the valleys
- My husband and I just drove through for a short time. I do not feel we used your park facility to answer these questions.
- My husband and I plan to visit during all four seasons, if possible
- Need air conditioning in restrooms, more sinks, more mirrors
- Need better cell phone service

- Need campground showers. Suffered due to heat with no electricity for AC
- Need more information at all drive out, scenic views, historical, etc.
- Need more informational and historical stands at lookout points
- Nice upgrade/repairs on roads and camping pads in campground. Campground very well maintained.
- No loud motorcycles such as Harley-Davidson. They must reduce noise/scare the wildlife.
- No reservations in campgrounds - should be first come, first served
- No, it's always perfect for camping and hiking
- Not to hike in July
- On this visit it was a day hike, but would have visited SNP many times and stayed at Big Meadows Lodge and loved the facility! Can't wait to stay at the lodge again, very pet friendly at the cabins, great staff, very clean facility! Thanks!
- Our lodging (Big Meadows rm. 104) was overpriced relative to the level of maintenance and cleanliness
- Outstanding - must preserve it
- Outstanding visit, very organized and clean. Lots of bears (3 sightings and one bear near our tent!)
- Overall very nice visit. The lodging staff switched us to an Air Conditioning room for nights 2-3.
- Overall wonderful experience
- Park was clean and well maintained. Road surface was magnificent. Would love more interpretive signs at overlooks and stops.
- Pleasant people at entrance and gift shop
- Please ban loud motorcycles
- Please crack down on speeding
- Please have picnic tables at some overlooks as there used to be
- Please keep park concession/facilities open 12 months
- Please keep signs in English only as some of our family members speak other languages and use English to unify us all. Spanish would be insulting to other language users who would feel left out (like my wife and her family), as well as friends.
- Please make main attractions of the park easier to access for older and handicapped people
- Please mark the trailheads/beginnings more clearly
- Please offer updated audio tour CD's
- Please stop sending mail
- Please turn on the water fountain at Loft Mountain gas station, thanks
- Possibly a shuttle service within the park
- Q11CC: Staff at coffee stand was rude Q11CD: More/better healthy selections
- Q14. Requested Rapidan Camp map, wrong map was provided; did not really matter, as we had other resources, this is not typical however. Great place to bring friends and family; beautiful park, well-maintained; some overlook signs need to be replaced; weathering has rendered them almost illegible.
- Rangers and park staff friendly and helpful
- Rangers very helpful and knowledgeable, we were lucky to have beautiful weather
- Remind visitors "be prepared" on hikes, especially water and energy snacks. Protect them from themselves. Even a family hike to White Oak waterfalls in July spells danger of heat exhaustion/dehydration. Post at trailhead (parking).
- Restrooms were very clean!
- Saw a bear - awesome

- Saw black bear. Caused a dangerous bear jam with folks stopping their cars in the road, exiting them, approaching bear for photos, some kids as well. Perhaps more presence through park of rangers to stop this kind of dangerous human behavior. Thanks.
- Scenic roadways overlooks - very good. Picnic area trails - very good.
- Seeing the different animals in the park and how they reacted to people
- Some overlook signs (exhibit panels) were very faded. We loved the ranger-led programs.
- Sorry we didn't see the bears!
- Speak English or go home
- Speed limit too fast; not enough time to respond to bikes and animals crossing the road
- Super nice place to visit; clean and safe
- Supporters of all National Parks
- Thank you - we need your good work
- Thank you and best wishes!
- Thank you for a great weekend
- Thank you for allowing us to climb
- Thanks for a great experience!
- Thanks. You're doing a good job.
- The dog regulation needs to be liberalized from "6 foot leash" to "a leash"
- The expense of transportation is the main issue for me. Time is a major cost as it takes by car at least 121 hours door to door for a day hike or work trip. A bus is expensive too and may not take me where I want to go.
- The only downside of our trip was the serious accident on Saturday. Thanks
- The overlook has to have more amenities and well organized
- The park has been an important part of my life for 40 years - many happy memories. My grandfather from Patrick County, VA helped build the stone walls at the overlooks.
- The park needs to be protected forever!
- The picnic areas could use more tables at each area
- The rangers were very friendly!
- The trails that were supposed to be "easy" were not easy at all. Please re-evaluate.
- The viewing sites need trash cans
- The views from some of the lookouts were not as good as 20 years ago due to overgrowth of trees and plants
- There are a lot of flies and mosquitos
- There were cigarette butts around the lookouts. It was the only litter we saw but it bothered us others are disrespectful
- This is a poorly done questionnaire
- This is my favorite place to be when I'm not working
- This was our first visit to a national park with a dog and we were pleased that only a few trails were closed to us
- Trails overgrown - need to be taken better care of
- Unhappy that Aramark runs lodging/food
- Upsetting to see the park un-mowed and picnic areas with downed trees. Overlooks grown up where you can't see down into valley.
- Use web surveys. Make park/campground information more accessible, too many links to park rules versus campground rules. Need one-stop information shopping.
- Used all access pass

- Very beautiful landmark for all of us to love and enjoy!
- Very enjoyable
- Very enjoyable
- Very enjoyable Love it!
- Very enjoyable. The views and flora to deer family feeding on roadside, but an occasional vehicle not within the speed limit - very distressful.
- Very interesting. Beautiful sights and we saw bears.
- Very nice park, really like Skyland Lodge
- Very nicely maintained
- Very peaceful and enjoyable
- Very well maintained road and facilities
- Was surprised at the cost of entering the park. Found it to be less impressive than the Blue Ridge Parkway, which was free.
- We always enjoy it
- We are anxious to visit again
- We are educators and believe many visitors would find this questionnaire hard to follow. Why is race relevant? Food at restaurants is poor quality (extremely salty).
- We are really glad that Shenandoah National Park exists
- We both come to Shenandoah National Park frequently, but usually just for a few hours. We might not be typical visitors. The renovations are great.
- We came all the way from Sweden and it was really worth it! We will come again!
- We consider Shenandoah to be our Brigadoon. Thank you.
- We did so much it is hard to remember what all we did, we do travel, we will be back
- We didn't have much time to spend, but we enjoyed the park
- We enjoyed it very much
- We enjoyed it very much!
- We enjoyed our visit. To save water it would make sense if the showers could be turned off even though the 5 minutes are not up yet
- We enjoyed the incredible views! Please preserve the mountains
- We enjoyed the visit, hike, scenic vistas very much
- We felt it would be helpful if road signs more clearly marked roadside trailheads
- We had a great time
- We had a great time, I'd like to come back
- We had a wonderful afternoon today as we always do when we visit the park. Thanks for the wonderful park.
- We had a wonderful trip. Wish there were electric lights in campground.
- We had difficulties buying some groceries in the park
- We have thoroughly enjoyed visiting this beautiful park. I'd like to have seen a bear.
- We have visited approximately 100 National Park Service parks. Shenandoah National Park is nice, but poorly funded relative to other national parks. It shows.
- We just get in the car and enjoy the beauty
- We like to joy ride and love driving through. Nice change of scenery from the highways.
- We live within 10 minutes of Thornton Gap
- We love it
- We love it
- We love it and look forward to spending time in it as much as we can

- We love Limberlost trail because we can push our kids in the stroller
- We love Shenandoah! It is our favorite family hiking destination
- We love Shenandoah. It is outstanding.
- We love the national parks. Shenandoah did not disappoint us.
- We love the park
- We love the park and come every week
- We love the park so much, we purchased a year round home in Front Royal, VA. We are also ultra marathoners and are training for a 100-mile foot race. We run on these trails 2-3 time per week. Love this place.
- We love this area!
- We love to hike. Thank you for providing such a beautiful place.
- We loved it and hope to come back some day. Next time we want to stay overnight in the park. We saw a black bear in the wild! Awesome. Thank you!
- We loved it, but more ranger programs for kids would be nice like you offered 2-3 years ago
- We loved our hike on the AT. We were surprised to see so few people in the park on a summer Saturday afternoon
- We loved the atmosphere at Big Meadows Lodge, reading, playing games in room overlooking Shenandoah Valley. All staff were helpful and dedicated.
- We mostly go for peace. We love the mountain. I love to photograph animals, plants, scenery etc. Love those bears.
- We need more restroom, we couldn't pick up the radio station
- We saw bear 5 times in 6 days. They were close to Skyline Drive and in the campground once. That's exciting, but very scary. I worry about the bears' future. We had a great time.
- We saw lots of deer, birds, butterflies, insects and a bear. July 24 through 27.
- We saw our first bear on Hegan Mountain Road Trail
- We think there should be more mowing. We do not like to see the rock walls covered with plants
- We though things (food, etc.) at Big Meadows were a little pricey
- We visit several times each year and always enjoy it. Our kids have grown up coming to SNP every year and now bring their kids. Our only disappointment is that you don't offer a one day pass for a nominal fee of \$5 to make it affordable for people that are only in the area for 2 days and would enjoy a few hours on the Drive.
- We visited Shenandoah NP July 22, 2011 and temperature was around 100 degrees F (too hot). A previous warning about temperature would have been appreciated (via SNP website, for example)
- We wanted to scout out the park and travel Skyline Drive. We really enjoyed the park. Thank you for maintaining and preserving part of our heritage.
- We were excited to see bears!
- We were glad to see the new road paving. The federal government has neglected the National Park system for too long. Aramark needs to be true to their advertising.
- We were in the area visiting family and drove the Skyline Road on the way home. We plan on coming back and exploring it.
- We were thrilled to see two bucks, one bear and one fort
- We will be back!
- We will be coming back!
- We wish we had more time to enjoy it!
- We would have liked to see a large overview of the area at the Dickey Ridge visitor center which we stopped at upon entering the park.
- We would like a visitor center closer to south side. More exit points, cheaper junior ranger books.

- We would like to see the entrance fee weighted based upon length of stay. \$15 was too much to just drive through for 1.5 hours. We won't do it again.
- We'll come back
- We've been taking our camps here forever. We love it.
- What about ditching the cars and making Skyline Drive a Tram/train with park and ride facilities at each entrance?
- What about the native history?
- Wish it was funded in some other way besides charging for entry, like Blue Ridge Parkway. It would be more enjoyable.
- Wish local residents received discounts
- Wish there were more passing lanes, especially during the fall foliage peak season
- Wish we had had more time to be there
- Wonderful good program and park
- Wonderful park. Great camping at Mathew's Arm. Showers in the campground would have made the visit perfect.
- You need a bird checklist for the park

Fall

- \$15 is too expensive. In the United Kingdom, we provide for free, especially for visitors.
- A beautiful 2 day visit
- A beautiful experience
- A bit of heaven
- A great place to bike - usually twice a week weather permitting
- A maintenance guy helped me with car trouble
- A national treasure. Keep up the good work.
- A place to wash dishes in campground is necessary. Motorcycle noise is offensive.
Music/entertainment was very good. Fires in fireplaces at Big Meadows a special treat.
- a wide variety and distribution of food service options are important to me (reasonable, good, hot foods)
- A wonderful, relaxing visit
- Absolutely beautiful
- Add Visitor Center with tour guide historic talks and gift shop/museum at Big Meadows. We enjoyed it immensely. Bill, 67 grew up in Harrisonburg, VA and had never been to Big Meadows. His family drove up Skyline Drive when he grew up. I have driven a part of it but the camping (RV) and ranger talks were special.
- Adding some "share the road with bicycles" signs would be helpful
- All restrooms should be open in October
- All staff were very helpful and the cleanliness of the park was outstanding. Keep up the good work.
Thank you.
- Always a good time. See you in 2012.
- Always enjoy our visits and camping trips
- Always enjoy the park
- Always enjoy the visit
- Always great
- An enjoyable day
- Another great day with nature
- Anything is very good
- Appearance the view of the mountains and valley
- Arrived Friday lunch for two nights backcountry backpack to White Rocks. No parking left at trailhead; drove straight home. Beautiful park - too crowded. We won't renew our annual pass.
- As a casual visit, signs outside the park could be improved
- As a child and young adult, I sought the highest overlook and ran to them. Now in my 70s, I find heights beautiful but threatening. My first trip was in 1940/41; there were so few trees and when I returned in late 1958 I was amazed how obstructed the views were because of the trees. My wife and I visited the south end last week and the north end on 10/20/11. Beautiful in the sun and rain.
- Awesome experience
- Ban Harley motorcycles - loud. They delight in being loud.
- Bear sightings at dawn just five miles from the Front Royal Entrance
- Beautiful
- Beautiful - most enjoyable to drive through (undecipherable) campers
- Beautiful drive, relaxing fun, saw many animals - all wonderful
- Beautiful experience every trip

- Beautiful park - foggy first afternoon but clear the second day. Love the fall colors. Love the national park system.
- Beautiful park. Trees were glorious with color. We visited around October 18-19, 2011.
- Beautiful park. Enjoyed our visit.
- Beautiful place
- Beautiful place and can't wait to see more
- Beautiful scenery
- Beautiful, clean, easy to navigate, park staff very friendly and helpful
- Beautiful, very enjoyable. Very glad this area has been preserved as a national park.
- Beautiful. Liked it, the natural colors.
- Been coming up here since 1955. Got engaged on the mountain. Still married after 52 years.
- Best vacation ever
- Better food/cleanliness
- Better signs outside of park
- Better trail maps would be great
- Between admission, food and gifts, we spent some good money. Ban motorcycles and we will even come back again. No postage on envelope, had to buy my own.
- Big Meadow Lodge is in serious need of maintenance and repair. Lodge staff unfriendly - acted like they hated their jobs and inadequate seating in common room of the Big Meadow Lodge as it rained when we were there. Very large tour groups were disruptive to us and rude with a sense of entitlement while they were there, as if their needs were more important than others visiting. Based on this visit, I don't believe we would return. Big Meadow Visitor Center desk staff were not friendly or welcoming either. Much training needs to occur - re: customer service.
- Breathtaking views
- Campgrounds, need more full hookups; I used a CPAP
- Cannot get enough of the (beauty) - thank you very much
- Clean, wonderful foliage, I am well traveled and enjoyed the park immensely
- Continue to protect environment
- Cost of wood and ice too high. Outrageous monopoly.
- Could use more light on signs and in parking lot
- Cut back some more foliage at overlooks and paved roads to enhance visibility, as it was in early days of park
- Despite the crowds of "leaf peepers," I had a very enjoyable bicycle ride. I moved into the area in late 1982 and almost immediately became a regular visitor - running, hiking and backpacking on many of the trails. I find it amazing that muffler laws apply to automobiles but not to motorcycles. The din of Harleys greatly detracts from the park experience.
- Detailed maps of additional trails that are easily accessible
- Dickey Ridge Visitor Center blocks visibility when exiting the parking lot. Parking not sufficient during busy times. Location of passport stamp was difficult in the gift shop - crowded by register.
- Did not understand that this was distinct from Blue Ridge Parkway
- Directions to park from exit 6 on Interstate 66 should be improved
- Elkwallow Restrooms need major upgrade and number
- Encourage, encourage through promoting bicycle riding on road
- Enforce speed limit, particularly in area within five miles (plus or minus) approaching Swift Run Gap from north
- Enjoyed both the Shenandoah National Park and Blue Ridge Parkway
- Enjoyed fall colors and animals. Beautiful views.

- Enjoyed it a great deal. Eight deer said goodbye the last day - beautiful.
- Enjoyed it very much
- Enjoyed Skyline drive - well kept
- Enjoyed the accessibility to the Appalachian Trail
- Enjoyed the foliage
- Enjoyed the park and animals
- Enjoyed volunteer presentations at Hoover Camp - great presentation from Dallas and Marjorie
- Enjoyed wonderful colors
- Everyone was polite and helpful inside and outside the park. Great experience, will be back.
- Everything was beautiful, except the restrooms. They were awful. It was the last thing I did on my way out - not a good last impression. No toilet paper, lots of garbage on floor, trash needed to be pulled, smelled bad.
- Everything was great. Would like to see gifts at shops from locals and/or United States artisans.
- Excellent help from Mara Meisel about plant locations
- Excellent job to help people enjoy all of park (e.g., hiking); would like more ranger-led programs. More on videos on site per practical items (bears and what to do), birds/fauna, plants/trees, hiking trips, rating trail difficulty and what types
- Excellent park
- Extremely beautiful and delightful. Will recommend to others and will return.
- Extremely enjoyed our visit. This is a beautiful facility. Thank you.
- Fall colors were great
- Fantastic, beautiful. I'll be back.
- Fight budget cuts
- Food prices from concessions are way, way high prices. \$2.75 cup of coffee. People walk in, look at prices and walk out.
- Food service at Big Meadows Lodge was excellent; good job by SNP; had a great time
- Food was tasty and good but service at Loft Mountain was SLOW and attitude (cook); Big Meadows - small portions for price
- Found no bike trails
- Give at the entrance a brochure with some rules if we see animals. Some people are scared of bears or deer.
- Glad that it's accessible to me easily on weekends
- Good job managing Big Meadow; the park looked wonderful - it's great to see the trees getting big
- Good job, keep up the good work
- Good. Beautiful drive. Clean park areas.
- Gorgeous
- Gorgeous and beautifully maintained
- GPS does not work well on the parkway
- Great
- Great day trip from D.C. Loved seeing the bears.
- Great day. Park is beautiful.
- Great drive; Love the natural space; Keep it that way
- Great experience
- Great experience. Beautiful park. Only regret is that the star gazing program does run longer. Thanks for a wonderful experience.
- Great experience. Thank you.

- Great park
- Great park - keep up the good work
- Great park. Wish it was easier to get larger maps to connect trails.
- Great place to visit
- Great place to visit. Thank you.
- Great place, thank you for maintenance of it. For 30+ years we stayed at Big Meadows, until prices, including food, got prohibitive and food quality deteriorated.
- Great riding on motorcycle
- Great trip. I will be back. Thanks.
- Great visit
- Group lunch at Skyland was terrible. Had a potpie with no meat other than a small piece of poultry. We got many complaints about the lunch.
- Had a great time. Thank you all.
- Harassed by more than one park ranger at different times
- Have good signage within park. Why couldn't this questionnaire be on web to save paper etc.?
- Have loved it every time we go; it is our way of 'getting away'
- Heading north on the Appalachian Trail out of Elkwallow, we encountered two bears (one 6.5 feet tall) just before the trail. Is there a problem of people feeding the bears there?
- Heavy fog prevented us from enjoying our visit as much as we hoped
- Hiked 50 miles on AT from US 522 to Big Meadows. Could have used shorter distance between huts. Had to hike 18 miles to reach them.
- I buy a pass each year. Like the views, solitude. Keep up the good work.
- I cycle most of the year in the park. I love it. What a resource. My tax dollars are getting full value in the park. Thank you.
- I enjoy it
- I enjoyed all my trips to SNP
- I enjoyed all my visits
- I enjoyed the ranger-led walk to Stony Mountain Summit and talk
- I have been to SNP many times - on this visit I only drove Panorama to Front Royal and only answered about that - Love SNP
- I hike there frequently, I enjoy the park a lot
- I just moved to the area three months ago and every time family or friends visit I utilize my yearly pass and bring them to the park. It's a highlight of their visit.
- I know it is difficult, but electricity at campground would be nice and eliminate generators
- I left notes throughout the questionnaire
- I love fog - beautiful rainbows.
- I love it there. I am thankful that it is as close as it is
- I love riding my motorcycle here; great road and great scenery
- I love the park
- I really enjoy visiting the Shenandoah National Park with my friends and family. It's something to do very close to home.
- I resent the question above regarding race and language. This is the USA, speak English. This survey was too long.
- I thoroughly enjoyed an earlier visit this year - viewing and photographing wildlife and scenery and hiking to waterfall
- I thought this park was well-maintained - good job

- I try to walk 3 miles a day, 5 days a week at Dickey Ridge area or on the Dickey Trail. Thank you.
On most days, I walk with a neighbor.
- I was hoping to see a waterfall but most required a significant hike to get to
- I was impressed with the road conditions
- I wish there were more ranger programs spread throughout park
- I would not have paid the fee to ride in fog
- I'm sending this back unanswered as I live within 50 miles of the park and I visit often for lunch with friends. We love to just ride up on a warm day. I'm white and 80 years old. Whenever I visit the park, everyone's very kind and facilities are clean.
- In restrooms, you need changing tables for infants and toddlers. Also, better restroom signs for handicap.
- Increase the miles per hour in passing zones
- It is a beautiful place - happy memories
- It is a great place to visit
- It is a very enjoyable park. Just love it.
- It is fabulous
- It is marvelous and restful just to drive it
- It is one of our national treasures
- It was a joy to see the park in its autumn colors. The ranger who greeted us was very helpful.
- It was a wonderful visit especially because of the fall season
- It was an experience we will never forget and can't wait to bring our grandchildren
- it was an unusually beautiful drive - WOW
- It was beautiful, wonderful, we will be back
- It was breathtaking
- It was extremely foggy that day, but enjoyed anyway
- It was good to see the crowds
- It was great
- It was great. Love coming every year in the fall.
- It was great. Will do it again next year and years to come.
- It would be nice to have some brochures and audio trips in Chinese - my parents were having a hard time when they visited last time
- It's always great - having been coming to the park since the early 70's - love it
- It's like riding through "God's Cathedral; I love it environmentally and spiritually.
- Jennifer (forest ranger - masters in history) was great to chat with - so personable, chatty, happy, overall great at her job
- Just lovely
- Just purchased my third annual pass. Visit almost every week. Sometimes several times a week.
Better cell phone service in some areas would be nice, in case of emergencies. Happy about changes in allowing conceal carry of handguns.
- Keep it as it is - quiet, peaceful, undeveloped
- Keep it like for bicycle. We will come back. Thanks.
- Keep our national parks open and in good repair
- Keep up the good work
- Keep up the good work. We love coming here.
- Keep up the high standards

- Last year we stayed at Big Meadows Lodge - was the nastiest place we have ever stayed at. Will never ever stay there again. Was so disappointed. Had always wanted to stay there. Never again. Felt you needed to know this.
- Law enforcement rangers are a little uptight
- Leashed pets should be allowed on all trails, especially Limberlost
- Let the little/big - all animals - have peace
- Lodging at Skyland is average at best; however, food is best of any national park we've been to, including Yellowstone, Yosemite, Sequoia, Bryce, Zion, Grand Canyon
- Loft Mountain camp store sold damp firewood
- Love it. Been coming here since we were 15 years old, now 54. Need to put back picnic table at Eaton Hollow pull off. Serve less fancy food at Skyland and Big Meadow Lodges - like they used to serve - plain food.
- Love it. Do what you must to preserve it.
- Love it. Love it. Love it. National Park Service is the best part of the federal government. We love Shenandoah.
- Love the blackberry cobbler
- Love this park, but (purchased) firewood was wet and made for bad campfire experience. Woman who walked up at campsite was good to let us know about programs. We almost turned around at entrance when sign said "all campgrounds full." Thankfully, we didn't and they weren't. Better communication would help.
- Love to have a job with Shenandoah National Park in some form
- Love visiting here. Wish Mathews Arm had showers. Big Meadows is always booked/full so we have always stayed at Mathews Arm.
- Loved it
- Lovely
- Lovely venue for an "old boys" day hike; trail selections to match our abilities are especially appreciated
- Lovely. Fog and rain cut it short, but we'll be back as soon as possible.
- Miles to next exit, miles to next restroom, what is not open list
- Missed the entrance on Route 340
- More bathrooms
- More detailed info on trees, plants and animals
- More information on short trails and excursions (1-2 hours)
- More information when entering the park about the accommodations
- More parking, advertise environmentally-friendly buildings (LEED, renewable energy, etc.), 3D/topo map/model in visitor center
- More ranger-led hikes similar to the Ancient Volcanoes program
- More ranger/other programs
- More restroom facilities are needed at Elk Wallow
- More signs along the hiking trails to mark mileage as well as the names of the waterfalls would be helpful to know where along the trail you are
- More signs when going through small town. Need physical address for GPS. Could not obtain this information on any website or printed information
- More specific trail post signs with map and "you are here." It was difficult to stay on one trail or loop due to inconsistent signs on trail.
- My father visited the park in the 1930's; he said it was beautiful - he was right
- My favorite place in the world

- My husband and I have been visiting Shenandoah/Skyline Drive since childhood and love the area. We used the camping facilities when we were younger and exposed our daughter from an early age.
- My mother really enjoyed our drive. She is quite disabled, so we couldn't hike, but she enjoyed the views. I will come back with my family and hopefully enjoy camping.
- My wife and I are both professionals and go to the park to relax and recharge our minds
- My wife is descended from Eleanor of Castile. As a result, she has the great royal houses of Leon, Castile, Navarra, Pamplona and Barcelona in her ancestry. However, "Spain" was not established, as you must know, until after 1942. So does this count? Perfectly good survey, ruined by the last nonsensical "what race are you?" questions. Aren't we post racial, yet?
- My wife's family was moved out of the park
- Need bike lanes, not tailgating
- Need more bathrooms along Skyline Drive
- Need more picnic areas. Breathtaking - Thank you
- Need more ranger-led programs. Only two programs a day at each location? That's a joke. We want ranger-led tours of trails of the best wildlife and waterfalls. Ranger-led wildlife shows and demonstrations. Please add more.
- Need more women's or family restrooms
- Need something to get back on drive from some turnout - safely. Some are blind curves.
- Needs more wayside exhibits; trails should allow more pets, Acadia does
- Nice park. Enjoyed very much. Even saw a black bear.
- Nice visit
- Nice visit, thanks
- No, great time
- One of the best uses of our taxes
- One of the top highlights of our three week United States driving vacation
- Organize more trekking with a guide who explains nature and geological area
- Our church seniors group goes once a year in the fall
- Our government needs to fully fund the park services
- Our only problem was that the water fountains were working on our first day in the park, but the second day they weren't and no park employees knew why or where we could find working ones, which made it difficult to hike
- Our ranger, Jennifer, was excellent
- Our visit was lovely, but I hope I never have to see a sign in any other language than English in a national park in the United States of America
- Park employees do an awesome job. Please try to upgrade the food service facility at Big Meadows wayside - more appealing facility and better food.
- Park rangers were great and informative
- Park season for fall colors. Enjoyed weather, picnic areas, vistas (many were blocked due to overgrowth in overlooks).
- People riding bicycles on the main road through the park were a safety hazard, especially in the areas where they were pedaling uphill. The road is too narrow for cars and bikes to both travel safely.
- Perfect
- Pick other times for maintenance. This year's visit - mowing. Last year's visit - paving. Saw no wildlife other than birds. We love the park. We visit every year.

- Please (somehow) figure out a way to get people to pull off the road if they see a bear. Cars were stopped in the road on Saturday Oct. 15 when someone spied a bear in the woods. It caused a big traffic jam. Love the park.
- Please continue to keep the beauty of our national parks, as well as American. Would like to stay at Big Meadows, but need electric for equipment at night. Can't run generators all night. Although we did not use [facilities and services] on this trip due to time and weather, these facilities are all extremely important. Have used many, many times in the last 40 years that we have been coming here.
- Please preserve the beauty
- Please put port-o-potties at trailheads
- Pretty views, nice wildlife, peaceful. Loved the fall colors. Survey too long - percent responses increase with fewer questions.
- Public bathrooms would be better if motion foam soap dispensers were attached on walls, like at picnic bathrooms, too. It would be good for children, too.
- Put more patrols out so you can drive slowly and enjoy without people riding your butt
- Question 23 is inappropriate/irrelevant
- Raise speed limit to 45 MPH
- Ranger was inattentive, ignored people waiting in line
- Rangers were always nice and very helpful
- Really enjoyed the Irish dancers at Skyland. We visited middle of October. Was clean, but baseboard/overhead fans, and I don't know what else, very dusty. Seemed fine at first, but I couldn't wait to get out. Needed a good housecleaning, not the day-to-day cleaning. Bedspreads, etc., need to be washed more often, curtains, etc. And I've never felt this way about any other lodging - I'm 74.
- Relaxing drive
- Returning to Pennsylvania from vacation and traveled through the park. Beautiful views.
- Rewarding experience. We should have visited years ago while hiking and camping were still possible
- Roads and scenic areas were beautiful and well kept. Would like to have had more time to spend leisurely enjoying scenic areas and some east trails. Gift shops should carry "made In USA" products. I was disappointed to find several of my souvenirs made in China. Not good for American economy or patriotism.
- Roads, facilities, signage in great condition. Amazing to view the valley. Great, mellow motorcycle ride. Thanks.
- Roadway in excellent shape. Views out fairly clear of overgrowth. Great job. Price to enter seemed high.
- Roadway is not wide enough to accommodate bicycles safely. Need to widen road with bike lanes or do not allow them. Creates unsafe condition for bikes and vehicles.
- Shenandoah National Park is a wonderful place
- Short trip - .5 miles, fog and rain
- Should offer some military discount. We would enjoy a military discount.
- Simple beauty - keep up the good job; Can you send the stinkbugs back to their native country in China
- Simply beautiful and well-maintained
- Since we have small children, playgrounds would be nice
- Skyland local trail map is bad. Pet policy enforced on trails; Unknown how to contact rangers in the event of emergencies.
- Skyline Drive was amazing - keep it nice
- SNP is just a great place to visit - especially in mid to late October

- Some areas could use more parking
- Some of the questions are confusing
- Some of the scenic lookouts along the roadside were located near or on blind curves. Seems dangerous.
- Some trail head have no signs "how long, where they go, etc." no free trail map
- Sorry I didn't mail in the original. I lost it in the bus somewhere.
- Speed limits too low. Loud cars and trucks and Winnebagos are just as bad as loud motorcycles. Don't be a bigot. My motorcycle is quieter than your car
- Staff was knowledgeable, friendly and helpful
- Thank you
- Thank you all for preserving our precious parks
- Thank you for a wonderful visit
- Thank you for keeping our family tradition alive
- Thank you for keeping the park so clean
- Thank you. Park police visible, friendly and stopping speeders. Broken exhibit at visitor center - "touch screen" repeats and doesn't work.
- Thanks
- Thanks for rad improvements conducting this survey
- Thanks for taking good care of this great park
- the bathroom in Big Meadows Wayside was very clean - we had an enjoyable time
- The bicycles need a bike path
- the buildings (Skyland Lodge) need upkeep and repair - chimney non-operational in dining room lobby
- The cabins are too expensive
- The drive was breathtaking. We enjoyed every minute of it. We saw a bear and three cubs.
- The entrances should advise motorists about the "visibility," e.g., how many miles, etc.
- The ethnicity/race/language question irked me. Don't even think about putting signs up in a language other than our (de facto) national language. Learn to read/speak English like my ancestors did. I would not expect English signs if I moved to a foreign country.
- The fall colors were outstanding
- The food and service at the Big Sky Dining Room was terrible
- The food/service at Skyland was not as good as in past years and the chairs are very uncomfortable
- The guest hosts were friendly, knowledgeable and enjoyable to talk to
- The information desk attendant at Big Meadow was not forthcoming with any information - just gave brief answers to direct questions
- The leaves were not at the peak the weekend we visited
- The natural beauty of the area is breathtaking
- The one thing that was very dangerous for me was the bike riders on the side of the road. You should build them a road just for them. We had a lovely time in the Shenandoah National Park. Thank you very much.
- The park is extremely well-maintained. The roadsides are immaculate. Thank you for a wonderful experience.
- The park is fine the way it is no changes need to be made except get the smog out of the valleys; but this question wasn't on the survey; this seems to be a self-serving survey for government money
- The park is well marked. It was a great trip for us.
- The park service is America's most valuable asset - protect it
- The park was beautiful and we enjoyed the colorful fall display of leaves

- The rangers are helpful and courteous, always looking after people's safety
- The restrooms at the wayside were very crowded. The women's had approximately 25 people. The men's side had 3. The women commandeered the men's restroom for 4 people (women) to use, then let the men back in. I like the trail signs like the Limberlost/White Oak Canyon intersection. They look more rustic and are easier to read (additionally, they are more photogenic and better for remembering where I was when I look through pictures). Could we have latrines at trailheads? That would help.
- The restrooms were terrible, not in good working order
- The roadways were in very good condition and well marked. Nicely maintained area.
- The scenery of mountain ranges and valleys are breath taking. Thank you for keeping it beautiful.
- The seven hours I spent hiking in the park was worth the eight hours I spent getting there and back home, thank you NPS
- The stone walls need repair and upkeep
- The survey was nice, but this page was not important; it should not matter what race you are
- The toilet facilities going up to Old Rag were clean and not stinky
- The trail sign is not posted, e.g. Lewis Falls trail
- The trails could stand more markings
- The trees were so beautiful. No one could do a picture like God did on that mountain.
- The variety of trail difficulty was perfect for our group. Limberlost was perfect for all. The more difficult trails were a challenge for the more experienced.
- The views are amazing
- The visit was great. The only recommendation would be to make view from road more visible by trimming more trees
- The weather was bad that day
- The wood from camp store was not seasoned and hard to burn - waste of money
- There is a need for better bicycle riding within the park; road riding is unsafe due to lack of bike lanes, please get bike laws
- There is a need for pull-off parking at entrance signs for photo opportunities. Also, it is disturbing to find souvenirs at the gift shops are made in China.
- There is need for more restrooms (clean) in the whole area
- There should be picnic tables at more overlooks. Otherwise, as a weekly hiker, the park is doing a great job.
- There should be restrooms at Thornton Gap. We used the restrooms at Dickey Ridge Visitor Center, but needed one again two hours later.
- This is America. English is our language and visitors need to learn it.
- This is an expensive survey for the bad economy we are going through at this time
- This is the USA. Keep it English speaking. All are welcome, but know our language.
- This park is one of our favorites
- This park is very important to my family. I even proposed to my girlfriend here. Love it every time.
- This survey made the line very long at the entrance. It could have been done faster.
- This survey was too long
- Thoroughly enjoyed our visit
- Too many cars on Skyline Drive
- Too many people can make reservations for horseback rides and they never know if there's openings or not. We loved the hot dogs, etc., outside Skyland at lunch. The lines kept moving pretty well - great idea. They ran out of a few things so they should have more on hand like plates and napkins.
- Trail markers were kind of difficult to figure out

- Trails were clean - no trash, well taken care of
- Unfortunately it rained the entire time and was totally fogged in. Will try again in Summer.
- Very beautiful day. We are blessed to have the park.
- Very beautiful place
- Very beautiful place on the east coast. Not as good as the Pacific Northwest where I am from, but still great. Thank you.
- Very beautiful scenery, well maintained roads, concerned about conservation and commercialization
- Very clean and enjoyable
- Very clean, quiet; roads were very well kept; thank you NP servers, keep up the good work
- Very clean. Beautiful this time of year.
- Very foggy and raining on the day we were there
- Very foggy day
- Very much enjoyed our visit - everyone we met were very helpful
- Visitor center Dickey - female personnel assisted us with waterfall maps and suggested best direction on trail and best place to park. Very helpful. Fishers Gap overlook parking has a very dangerous pedestrian crossing. In the five minutes we were there, there were two very near accidents. Traffic coming from blind curve can't know cars are stopped at pedestrian crossing. 3-4 vehicles caused near accidents.
- Volunteers at Rapidan Camp were very knowledgeable and friendly. They were the highlight of the week.
- Was a great day away from the noise of the city
- Was a wonderful experience - thank you
- Was blown away by natural beauty, cleanliness and roads. Thank you.
- We "ran into" other family members on Limberlost. We usually visit SNP 5-6 time a year, some times more (2011 so far: total of 8 days)
- We are extremely disappointed that concealed weapons are now allowed in national parks. We visited primarily for the numerous hiking trails available. We love Shenandoah National Park.
- We are looking for a condo in the area. We love it
- We are old so we just enjoy a lovely drive and lunch; our visit was delightful, thank you
- We are senior citizens and we just drove the park and stopped to see the sites along the way. We love our trips to all the national parks.
- We are thankful for the national parks
- We came to experience Skyline Drive, as part of the Blue Ridge Parkway, and we were very satisfied with the experience - it's a credit to you
- We come once a week to hike. It preserves our sanity.
- We could not have asked for a more beautiful place in the fall. Thanks so much.
- We did not feel like the directional signs (after the tunnel) were clear leading to the Thornton Gap exit. We missed the exit as we thought it led only to Luray (west). We wanted to head east towards Culpepper and had to turn around after missing the exit.
- We did not know you had a radio station (AM 1610) until taking this study
- We didn't have enough time to stay on Skyline Drive as long as we would have liked to
- We didn't stop at any points. Pea soup, couldn't see anything. Very disappointed.
- We enjoy traveling the lower roads as well as the drive itself. Many opportunities to view rivers and waterfalls.
- We enjoyed a great tour to Rapidan. Georgette, our tour leader, was outstanding. A valuable asset to the National Park Service.
- We enjoyed a loop hike (4 miles) by two rivers, recommended by a ranger. Didn't enjoy the high prices of the food and grocery stores.

- We enjoyed it - but wouldn't return on a weekend
- We enjoyed it very much
- We enjoyed it; thank you very much
- We enjoyed it. Please don't put signage up in Spanish. This is America. Our heritage and our story.
- We enjoyed our drive. Unfortunately, it was very foggy.
- We enjoyed our visit
- We enjoyed the fall colors and the overlooks. Beautiful scenery.
- We enjoyed the trip very much
- We go often, enjoy the area
- We got lost on Black rock Trail at Big Meadow Lodge - please mark it better. Actually, it is not marked at all. Put big orange ribbons on the trees for us novice hikers.
- We had a beautiful day. Thank you.
- We had a great time
- We had a great time and will be back
- We had a great time. Thanks.
- We had a great visit hiking and backpacking
- We had a hard time seeing/finding the mile markers along the road
- We had a lovely time
- We had a very enjoyable time driving here this fall. It was beautiful.
- We had a wonderful time and will repeat next year for awhile longer
- We had a wonderful time. We really enjoyed seeing all the wildlife around big meadows.
- We have had a yearly get-together as long as I can remember. It is perfect.
- We just enjoy visiting Big Meadows. We usually stay there several times a year.
- We just love the park
- We live only 45 minutes from Thornton Gap; can safely hike at SNPA during hunting season; appreciate good restaurants and Thanksgiving dinner at Skyland and occasional overnight stays there and at Big Meadows
- We love it
- We love it. Good cell service at Loft is needed - we have elderly parents and it is hard to check on them. Loft Wayside needs more than two stalls in the bathroom and more parking - it is busy. Campground hosts are very helpful and friendly.
- We love Shenandoah NP
- We love the park and visit either the Shenandoah National Park or Blue Ridge Parkway at least once a week. Thanks.
- We love to see the deer and bears, birds, turkeys, mountain leaves
- We love to visit Shenandoah National Park and try to go to four times a year. Thanks for an always great experience.
- We loved cutting wood as a part of wilderness weekend
- We loved it
- We loved it - absolutely beautiful
- We loved it - went over 600 miles from Front Royal through GSMNP
- We loved it and want to come back. The park facilities were as good as at Yellowstone.
- We only drove through. Ate at dining room. Enjoyed our drive. Most of these inquiries we did not do.
- We really enjoyed our visit; a little bummed to spend \$15 to only spend 6 hours in the park but in the end it goes to preserving the park
- We really enjoyed the park and will come back

- We really enjoyed the Skyland Dining Room. The food was great, staff delightful and view fantastic.
- We really enjoyed visiting. Thank you.
- We regularly drive through - most often south and central sections. We enjoy seeing animals/flowers. We frequently hike - the easier trails for me, more difficult for my husband. We have loved seeing improvements under stimulus and hate to see disrepair, such as at Loft Mountain. I don't know what we would do without our "cooling off zone" in summer.
- We saw bears, bobcat (large), owl, birds, many large male deer with large racks and female deer at Big Meadows. Beautiful clear sky, wonderful overlooks, good food. Happy to see gas station, friendly people and great trails for hiking/walking.
- We stayed in room 183 at Skyland. While the room was clean and neat and had a great view, the bathroom was shabby with peeling paint and plaster. Time to remodel. No Wi-Fi at Skyland. We offered to help a person pushing a wheelchair on the path between parking and the restaurant at Skyland. The path is badly in need of repairs.
- We tried to do a ranger-led hike but at the indicated time and place there was no ranger
- We truly had a wonderful time
- We try to visit every year at least once
- We visited Shenandoah on a busy October weekend; in future we will avoid peak periods; spotting a black bear cub was the highlight of this visit
- We visited the park on a very foggy day. The view was limited to 20 yards.
- We wanted to do ranger hikes, walks, etc. but the few offered didn't work in our schedules; needed more times for ranger-led hikes we could use them; only one/day for 2 days. More restroom facilities.
- We were amazed
- We were asked to fill out the Shenandoah Visitor Survey and it is enclosed. However, there is no way that we could convey our deep disappointment with our Shenandoah experience in that survey. We entered at the north end and went to the Dickey Ridge Visitor Center to find out more about the park's natural history, the people on hand knew almost nothing about it. Our questions about tree species were answered with "Sorry, I don't know." Likewise, other questions. So, we went to see the video. We walked out half way through because it was so poorly done, so ham-handed and so uninformative. Nothing at this visitor center was up to standards we have experienced at other national parks. Interpretive signs to enrich the park experience were rare for the entire 105 miles and taught us little. We are from Canada and don't know much about the area, so it should have been easy to teach us something. We don't mean to add insult to injury, but Blue Ridge Parkway is being better interpreted than Shenandoah. At least we were able to walk a decrepit tree identification nature trail there, amongst other things. Byrd Visitor Center was better than Dickey Ridge. We liked the human history, but natural history was basic at best. Our day there was Wilderness Day and we met four park interpretive staff all together. And outside. They answered many of our questions (for which we were thankful) and asked us how we liked the park. We said we were disappointed and they asked us why. They nodded when we explained about the lack of staff everywhere to answer questions. They even noted that in "the old days" park rangers used to be out and about and were able to answer visitors' questions. Not anymore in our experience. We saw one ranger and asked him about a tree we did not know and he brusquely told us he didn't know and it wasn't his job to know because he was a National Park Service cop. Therein lay a tale: park employees seem to have become so specialized and compartmentalized, even interpretive staff, that nobody seems able to answer questions outside their tiny specialty even if you can locate them. When we observed that the National Park Service was overly bureaucratized with far too many people hiding behind desks shuffling paper or electronic paper at computers, again there were some knowing nods from the four and none objected to our assessment. Please don't take umbrage with foreigners' assessments of your park. Parks Canada is just as bad in these regards and has been told so by committees of inquiry. We follow in your footsteps. Too bad for both countries. Your national parks act advocates both preservation and education. Shenandoah is being reasonably preserved and is restored to its pre-logging glory, but its educational mandate is being almost ignored. We suspect

Shenandoah is a fascinating park, but we learned little about it because it is being badly administered, especially for those of us who are curious naturalists. I tried to find out Shenandoah's staff complement and 2010 budget to absolutely no avail, however, based on what we saw, the US taxpayer is getting poor value for the moneys spent and little from its interpretive staff. What could be done to improve interpretation? Surely the formation of the Appalachians is Shenandoah's biggest story, yet we saw nothing about the lapetus Ocean closing, how the mountains rose, the interval of erosion prior to the Atlantic starting to open and how portions of the Appalachians are now stranded in Norway, Scotland, Africa, and Canada. Why not tell that epic story relating it to Shenandoah features and that of adjacent ridges? The second most obvious feature to us was the magnificent hardwood forest. Isn't a tree identification trail in order to help the likes of us learn to identify your surfeit of species? Other national parks have them. Pardon the tardy return of this survey. It is being mailed a month after we received it because we only returned home recently.

- We were looking for more cabins with cooking facilities and stores near cabins for food to cook.
- We were on our way to North Carolina. If possible, we will return to the park. It is lovely. We will also recommend it.
- We were saddened by the loss of hemlocks in the park - ancient hemlocks. Also, the sound of traffic, especially motorcycles, from Skyline Drive is always a disturbance for miles while hiking.
- We weren't aware of the park until we saw the scenic drive on our map. The first day we drove through, it was so foggy up there we couldn't see anything. When we had time later, we decided to give it another try. Very beautiful.
- We would have liked to do the lodge to lodge hike but it wasn't offered in mid-October
- We would have stayed longer and spent another night in the area if the weather had been better
- We would like to see some kids playgrounds adapted to the environment in the picnic areas
- Weather did not cooperate
- Weather wasn't very good - rain, fog
- What did you do to the (?) that used to be around?
- What happened with the deer? Ten years ago deer were numerous. Did not see any "bucks" this 2011 year. Very disappointing.
- When exiting park, please have signs directing to hotels with mileage listed. Make speed limit 45 miles per hour.
- Wish more of the "easy" trails allowed canine companions; appreciate that SNP allows dogs at all
- Wish the trailheads were better marked
- Wish there were more hiking trails safe for kids, and more food centers and restrooms
- With October visits, some of us do holiday shopping, so the shops are used
- Wonderful
- Wonderful - keep up the good work
- Wonderful as always
- Wonderful experience
- Wonderful place to visit
- Work toward maintaining natural environment
- Would appreciate more liberal use of roads during snow by 4WD vehicles for access to cross-country skiing
- Would like complete dog access (except restaurants and bathrooms)
- Would like elevation profile on "free" park map to better determine (or more easily) climbs and descents for bicycle riding
- Would like ranger evening entertainment - sing-alongs
- Would like to spend the nights at Big Meadows, but don't think rooms are clean enough

- Would love to have seen renovations of Skyland as proposed by TMU design students class of 2011. Update a few facilities (Skyland, etc.). Keep up the wonderful work. Thank You.
- Would love to have some composting toilets at popular trailheads
- Would prefer a restaurant at Luray Caverns as opposed to the snack bar/restaurant. Would have enjoyed a more sit down meal.
- Yes, we thank you for preserving this park for future use, rating your hiking trails for non-experienced hikers (or flatlanders)
- You are doing a great job. Thank you.
- You do a great job. One of the best parks in the country.
- You had no sweatshirts without hoods available to buy
- Your fall leaves are beautiful and other visitors were friendly. Keep up the good work. Nice bathrooms, too.

Appendix 1: The Questionnaire



Social Science Division
National Park Service
U.S. Department of the Interior
Visitor Services Project

Shenandoah National Park

Visitor Study



United States Department of the Interior

NATIONAL PARK SERVICE
Shenandoah National Park
3655 U.S. Highway 211 East
Luray, Virginia 22835-9036

IN REPLY REFER TO:

July 2011

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Shenandoah National Park. This will assist us in our efforts to better manage this site and to serve you.

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take a about 20 minutes to complete after your visit.

When your visit is over, please complete this questionnaire. Seal it in the postage-paid envelope provided and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Coordinator, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Martha C. Bogle

Martha Bogle
Superintendent

DIRECTIONS

At the end of your visit:

1. Please have the selected individual (at least 16 years old) complete this questionnaire.
2. Answer the questions carefully since each question is different.
3. For questions that use circles (O), please mark your answer by filling in the circle with **black or blue ink**. Please do not use pencil!
4. Seal it in the postage-paid envelope provided.
5. Drop it in a U.S. mailbox.

Like this: ● Not like this: ○ X ○

Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Shenandoah National Park. Your response is voluntary. Your name and address have been requested for follow-up purposes only. At the completion of this collection all names and personal information will be destroyed and in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. We estimate that it will take an average of 20 minutes to complete the survey associated with this collection of information. You may send comments concerning the burden estimates or any aspect of this information collection to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

Your visit to Shenandoah National Park

NOTE: In this questionnaire "personal group" is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as a school, church, scout, or tour group.

1. a) Prior to this visit, how did you and your personal group obtain information about Shenandoah National Park (NP)? Please mark (●) **all** that apply in column (a).

- ☐ Did not obtain information prior to visit → **Go to part (b) of this question**
- b) If you were to visit Shenandoah NP in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

a) This visit	b) Future visit	Source of information
<input type="radio"/>	<input type="radio"/>	Friends/relatives/word of mouth
<input type="radio"/>	<input type="radio"/>	Inquiry to park concession (lodge/restaurant/gift shop) via phone, mail, or email
<input type="radio"/>	<input type="radio"/>	Inquiry to park via phone, mail, or email
<input type="radio"/>	<input type="radio"/>	Local businesses (hotels, motels, restaurants, etc.)
<input type="radio"/>	<input type="radio"/>	Maps/brochures
<input type="radio"/>	<input type="radio"/>	Newspaper/magazine articles
<input type="radio"/>	<input type="radio"/>	Previous visits
<input type="radio"/>	<input type="radio"/>	School class/program
<input type="radio"/>	<input type="radio"/>	Shenandoah NP website: www.nps.gov/shen
<input type="radio"/>	<input type="radio"/>	Other websites
<input type="radio"/>	<input type="radio"/>	Social media (e.g., Facebook, Twitter, etc.)
<input type="radio"/>	<input type="radio"/>	State welcome center/visitors bureau/chamber of commerce
<input type="radio"/>	<input type="radio"/>	Television/radio programs/DVDs
<input type="radio"/>	<input type="radio"/>	Travel guide/tour book (such as AAA, etc.)
<input type="radio"/>	<input type="radio"/>	Other, this visit (Specify) _____
n/a	<input type="radio"/>	Other, future visit (Specify) _____

- c) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed?

☐ No ☐ Yes → **Go to Question 2**

- d) If NO, what type of park information did you and your personal group need that was not available? Please be specific.

2. When did you and your personal group make the decision to visit Shenandoah NP? Please mark (●) **one**.

- ☐ On the day of the visit ☐ 2-7 days before the visit
☐ 8-30 days before the visit ☐ 1-6 months before the visit
☐ More than 6 months but less than a year before the visit
☐ A year or more before the visit

3. a) On this trip, did you and your personal group stay overnight **away from your permanent residence** in Shenandoah NP or in the area within 50 miles of any entrance point?

☐ Yes ☐ No → **Go to Question 4**

- b) If YES, please list the number of nights you and your personal group stayed.

_____ Number of nights inside Shenandoah NP

- _____ Number of nights outside park within 50 miles of any entrance point
- c) and d) In which types of accommodations did you and your personal group spend the night(s)? Please mark (●) **all** that apply.

c) Inside park	d) Outside park	Accommodation
<input type="radio"/>	<input type="radio"/>	Lodge, motel, cabin, rented condo/home, or B&B
<input type="radio"/>	<input type="radio"/>	RV/trailer camping
<input type="radio"/>	<input type="radio"/>	Tent camping in developed campground
<input type="radio"/>	<input type="radio"/>	Backcountry campsite
<input type="radio"/>	<input type="radio"/>	Backcountry cabin
<input type="radio"/>	<input type="radio"/>	Personal seasonal residence
<input type="radio"/>	<input type="radio"/>	Residence of friends or relatives
<input type="radio"/>	n/a	Inside park (Specify) _____
n/a	<input type="radio"/>	Outside park (Specify) _____

4. a) On this visit, in which activities did you and your personal group participate within Shenandoah NP? Please mark (●) **all** that apply in column (a).
- b) Whether or not you and your personal group participated in an activity, please rate the importance of each activity to your visit to Shenandoah NP. Please mark (●) **one** for each activity in column (b).

b) How important?

a) Participated	Activity	Not at all important	Slightly important	Moderately important	Very important	Extremely important
<input type="radio"/>	Attend ranger-led programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Participate in other educational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Enjoy solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Enjoy sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Experience night sky	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Experience wilderness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Explore historic features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Hike 2 hours or more	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Hike less than 2 hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Picnic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Stay overnight in a natural setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Stay overnight in an historic setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	View wildlife/plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Visit a national park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	Other (Please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. a) How many vehicles did you and your personal group use to **arrive** at Shenandoah NP? Please write "0" if you did not arrive by vehicle.

_____ Number of vehicles

- b) On this visit, how many times did you and your personal group enter Shenandoah NP?

_____ Number of entries

- c) On this visit, which forms of transportation did you and your personal group use to travel between sites **inside** Shenandoah NP? Please mark (●) **all** that apply.

- ☐ Private vehicle (car, SUV, pickup, van, etc.) ☐ Bicycle
☐ Motorcycle ☐ On foot
☐ RV (rental or private) ☐ School bus
☐ Rental vehicle (other than RV) ☐ Tour bus
☐ Other (Please specify) _____

- d) During this visit, how many miles did you and your personal group drive **inside** Shenandoah NP?

_____ Number of miles

6. For this trip, what was the **primary** reason that you and your personal group visited Shenandoah NP area (within 50 miles of any entrance point)? Please mark (●) **one**.

- ☐ Resident of area (within 50 miles of any entrance point)
☐ Visit Shenandoah NP (includes use of park facilities/services/activities)
☐ Visit friends/relatives in area
☐ Visit other attractions in area
☐ Business
☐ Travel through to other destination
☐ Other (Please specify) _____

7. a) On this visit, which entrance point did you and your personal group use to **first enter** Shenandoah NP? Please mark (●) **one**.

- b) On this visit, which exit point did you and your personal group use to **last exit** Shenandoah NP? Please mark (●) **one**.

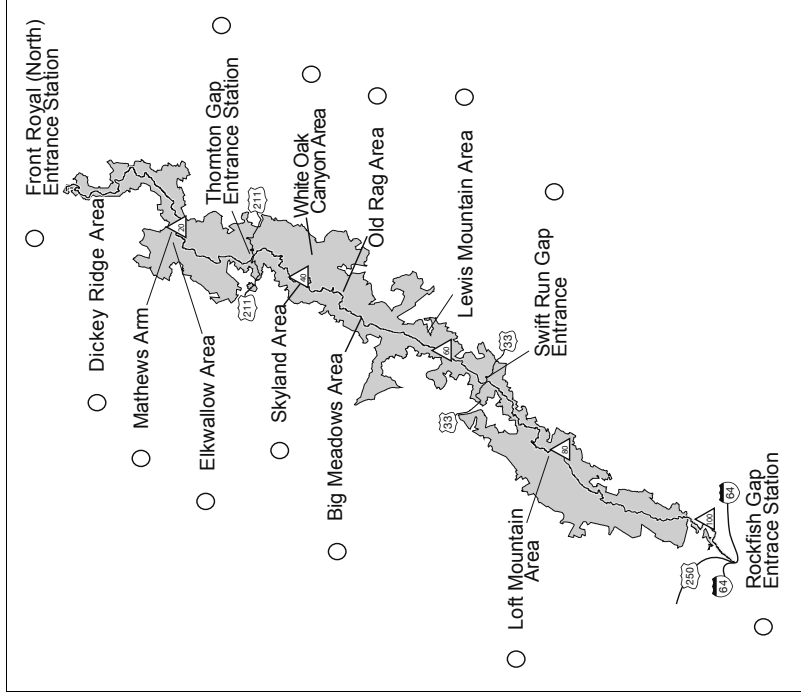
a) **First entry** **Entrance/exit point** b) **Last exit**

- ☐ Front Royal - North Station (Route 340) ☐
☐ Thornton Gap (Route 211) ☐
☐ Swift Run Gap (Route 33) ☐
☐ Rockfish - South Station (Route 250 and I-64) ☐

8. During this visit to Shenandoah NP, how did the following sounds affect your personal group's park experience? Please mark (●) one answer for each sound.

Sound	Detracted from	No effect	Added to	Did not experience
Sounds of aircraft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sounds of generators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sounds of motorcycles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sounds made by other visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other sounds (Please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. On this visit to Shenandoah NP, which of the following sites did you and your personal group visit? Please mark (●) **all** that apply on the map below.



10. On this trip, how much time did you and your personal group spend in Shenandoah NP? Please list partial hours as $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$.

_____ Number of hours, if less than 24 hours
OR
_____ Number of days, if 24 hours or more

11. a) Please mark (●) all of the concession services and facilities that you and your personal group **used** during this visit to Shenandoah NP.

b) For only those services and facilities that you and your personal group **used**, please rate their **importance** from 1-5.

c) For only those services and facilities that you and your personal group **used**, please rate their **quality** from 1-5.

	b) If used, how important?	c) If used, what quality?
	1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good

a) Concession service/facility used

Mark (●)

- | | | |
|--|-------|-------|
| <input type="radio"/> Assistance from lodging, restaurant, or retail staff | _____ | _____ |
| <u>Elk</u> <u>Wallow</u> | | |
| <input type="radio"/> Campstore/gift shop | _____ | _____ |
| <input type="radio"/> Food counter | _____ | _____ |
| <u>Skylan</u> | | |
| <input type="radio"/> Dining room/tap room | _____ | _____ |
| <input type="radio"/> Gift shop | _____ | _____ |
| <input type="radio"/> Horseback riding | _____ | _____ |
| <input type="radio"/> Lodging | _____ | _____ |
| <u>Lewis Mountain Campground</u> | | |
| <input type="radio"/> Campstore | _____ | _____ |
| <u>Big Meadows Lodge</u> | | |
| <input type="radio"/> Gift shop | _____ | _____ |
| <input type="radio"/> Dining room/tap room | _____ | _____ |
| <input type="radio"/> Lodging | _____ | _____ |

12. a) Please mark (●) all of the concession services and facilities that you and your personal group **used** during this visit to Shenandoah NP.

b) For only those services and facilities that you and your personal group **used**, please rate their **importance** from 1-5.

c) For only those services and facilities that you and your personal group **used**, please rate their **quality** from 1-5.

	b) If used, how important?	c) If used, what quality?
	1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good

a) Concession service/facility used

Mark (●)

- | | | |
|---|-------------------------------------|-------|
| <u>Big Meadows Wayside</u> | | |
| <input type="radio"/> Campstore/gift shop | _____ | _____ |
| <input type="radio"/> Food service | _____ | _____ |
| <input type="radio"/> Gas station | _____ | _____ |
| <input type="radio"/> Showers/laundry | _____ | _____ |
| <u>Loft Wayside</u> | | |
| <input type="radio"/> Campstore/showers/laundry | _____ | _____ |
| <input type="radio"/> Gift shop | _____ | _____ |
| <input type="radio"/> Restaurant | _____ | _____ |
| 13. a) On this visit to Shenandoah NP, did you and your personal group bring any electronic devices (cell phone, laptop computer, etc.) with you? | | |
| <input type="radio"/> Yes → Go to part (b) of this question | | |
| <input type="radio"/> No → Go to part (c) of this question | | |
| b) What did you and your personal group use the device(s) for? Please mark (●) all that apply. | | |
| <input type="radio"/> Access park information | <input type="radio"/> Entertainment | |
| <input type="radio"/> Call for emergency help | <input type="radio"/> Navigation | |
| <input type="radio"/> Communicate with friends/relatives/others outside park | | |
| <input type="radio"/> Other (Please specify) _____ | | |

- c) If you were to visit Shenandoah NP in the future, which types of park information would you and your personal group like to be able to access via electronic devices? Please mark (●) **all** that apply.

- ☐ None → **Go to Question 14**
- ☐ Availability of campgrounds ☐ Current weather conditions
- ☐ Availability of services in park ☐ Park program schedule
- ☐ Current road conditions
- ☐ Other (Please specify) _____

14. a) Please mark (●) **all** of the information services and facilities that you and your personal group **used** at Shenandoah NP during this visit.

- b) For only those services and facilities that you and your personal group **used**, please rate their **importance** to your visit from 1-5.

- c) For only those services and facilities that you and your personal group **used**, please rate their **quality** from 1-5.

a) Information service/facility used Mark (●)	b) If used, how important?		c) If used, what quality?	
	1=Not at all important	2=Slightly important	1=Very poor	2=Poor
	3=Moderately important	4=Very important	3=Average	4=Good
	5=Extremely important		5=Very good	

- ☐ Assistance from park staff _____
- ☐ Directional signs inside park _____
- ☐ Directional signs outside park _____
- ☐ Exhibit panels at overlooks _____
- ☐ Exhibit panels at trailheads _____
- ☐ Free trail maps _____
- ☐ Park brochure/map _____
- ☐ Park films/exhibits at visitor centers _____
- ☐ Park newspaper (Shenandoah Overlook) _____
- ☐ Park radio station (AM 1610) _____
- ☐ Ranger-led programs/walks _____
- ☐ Sales publications at visitor centers _____

15. a) Please mark (●) **all** of the visitor services and facilities that you and your personal group **used** at Shenandoah NP during this visit.

- b) For only those services and facilities that you and your personal group **used**, please rate their **importance** to your visit from 1-5.

- c) For only those services and facilities that you and your personal group **used**, please rate their **quality** from 1-5.

a) Visitor service/facility used Mark (●)	b) If used, how important?		c) If used, what quality?	
	1=Not at all important	2=Slightly important	1=Very poor	2=Poor
	3=Moderately important	4=Very important	3=Average	4=Good
	5=Extremely important		5=Very good	

- ☐ Backcountry trail shelters and huts _____
- ☐ Byrd Visitor Center (overall) _____
- ☐ Dickey Ridge Visitor Center (overall) _____
- ☐ Park campgrounds _____
- ☐ Picnic areas _____
- ☐ Restrooms _____
- ☐ Trails _____

16. a) If you were to attend a ranger-led program at Shenandoah NP in the future, which program length would you and your personal group prefer? Please mark (●) **one**.

- ☐ Under 1/2 hour ☐ 1 - 2 hours
- ☐ 1/2 - 1 hour ☐ Other _____

- b) Which time of day would be most suitable for you and your personal group to attend a ranger-led program? Please mark (●) **one**.

- ☐ 8 - 10 am ☐ Noon - 2 pm ☐ After 4 pm
- ☐ 10 am - Noon ☐ 2 pm - 4 pm ☐ Other (Specify) _____

17. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Shenandoah NP during this visit? Please mark (●) **one**.

- Very poor ☐ Poor ☐ Average ☐ Good ☐ Very good

18. a) Shenandoah NP was established to protect the natural, scenic, and cultural resources while providing for public enjoyment. How important is protection of the following to you and your personal group? Please mark (●) one answer for each attribute/resource/experience.

Attribute/resource/experience	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Clean air (visibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear, starry night sky	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural landscapes (historic gardens, farmland, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic structures (buildings, walls, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native animals (including birds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic vistas and overlooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scientific research in park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude/wilderness experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) Would you and your personal group be interested in learning more about scientific research in the park?

☐ Yes ☐ No → **Go to Question 19**

c) If YES, which sources would you and your personal group prefer to learn about scientific research in the park? Please mark (●) all that apply.

☐ Brochures ☐ Park website

☐ Exhibits ☐ Ranger-led programs

☐ Park newsletter ☐ Social media (Twitter, Facebook, etc.)

☐ Other (Please specify) _____

19. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

☐ Yes ☐ No → **Go on to Question 20**

- b) If YES, what services or activities were difficult to access/participate in?

20. On this visit, were you and your personal group with the following types of organized groups? Please mark (●) one for each.

- a) Commercial guided tour group ☐ Yes ☐ No
- b) School/educational group ☐ Yes ☐ No
- c) Other group (business, church, scout, etc.) ☐ Yes ☐ No
- d) If you were with one of these organized groups, how many people, including yourself, were in this organized group?

_____ Number of people in organized group

21. a) On this visit, which type of personal group (not guided tour/school/other organized group) were you with? Please mark (●) one.

☐ Alone ☐ Friends

☐ Family ☐ Family and friends

☐ Other (Please specify) _____

- b) On this visit, how many people were in your personal group, including yourself?

_____ Number of people in personal group

22. For you and your personal group on this visit, please provide the following. If you do not know the answer, leave blank.

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	Number of visits to Shenandoah NP (including this visit)	
			c) Past 5 years	d) Lifetime
Yourself	_____	_____	_____	_____
Member #2	_____	_____	_____	_____
Member #3	_____	_____	_____	_____
Member #4	_____	_____	_____	_____
Member #5	_____	_____	_____	_____
Member #6	_____	_____	_____	_____
Member #7	_____	_____	_____	_____

23. a) Are you or members of your personal group Hispanic or Latino? Please mark (●) **one** for each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
Yes, Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No, not Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) What is your race? What is the race of each member of your personal group? Please mark (●) **one or more** for you and each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
American Indian or Alaska Native	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Black or African American	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian or other Pacific Islander	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. When visiting an area such as Shenandoah NP, which language(s) do you and most members of your personal group prefer to use for the following?

- a) Speaking: ☐ English ☐ Other (Specify) _____
- b) Reading: ☐ English ☐ Other (Specify) _____

25. For you only, what is the highest level of education you have completed? Please mark (●) **one**.

- ☐ Some high school ☐ Bachelor's degree
- ☐ High school diploma/GED ☐ Graduate degree
- ☐ Some college

26. Is there anything else you and your personal group would like to tell us about your visit to Shenandoah NP?

Thank you for your help! Please seal the questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.

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Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g. four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

The VSP database website (<http://vsp.uidaho.edu>) allows data searches for comparisons of data from one or more parks.

For more information please contact:

Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, ID 83843-1139

Phone: 208-885-7863
Fax: 208-885-4261
Email: littlej@uidaho.edu
Website: <http://www.psu.uidaho.edu>

Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

The same procedure was applied to test for nonresponse bias in summer and fall surveys. Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If the p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Chi-square tests were used to detect the difference in the group types, whether the park is the primary reason for being in the area, and respondent's place of residence. The hypotheses were there would be no significant difference between respondents and non-respondents in terms of whom they travelled with, why they were in the area, or where they came from. If the p-value is greater than 0.05, the differences are judged to be insignificant.

The hypotheses for checking non-response bias are: respondents and non-respondents are not significantly different in terms of

1. Average age
2. Number of people they were travelling with in a personal group
3. Type of group which they were travelling with
4. Primary reason for travelling to the area
5. Proximity from home to the park

As shown in Tables 3-6:

For summer survey: respondents and non-respondents were not significantly different in terms of group size and primary reason for travelling to the area. The p-values for respondent/non-respondent average age, group type, and proximity from home to the park are less than 0.05, indicating significant difference between respondents and non-respondents. The results indicated younger respondents (under 40 years old) may be underrepresented. Visitors who lived between 51 to 100 miles of the park and visitors who traveled with friends may also be underrepresented in the results.

For fall survey: respondents and non-respondents were not significantly different in terms of primary reason for travelling to the area. All other comparisons have p-values less than 0.005 indicating potential nonresponse bias in the results. Visitors who were under 40, visitors who traveled in friend groups, visitors who came to the park as an unplanned visit, and visitors who lived between 51 to 100 miles of the park were underrepresented in the study results.

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